

John Ross

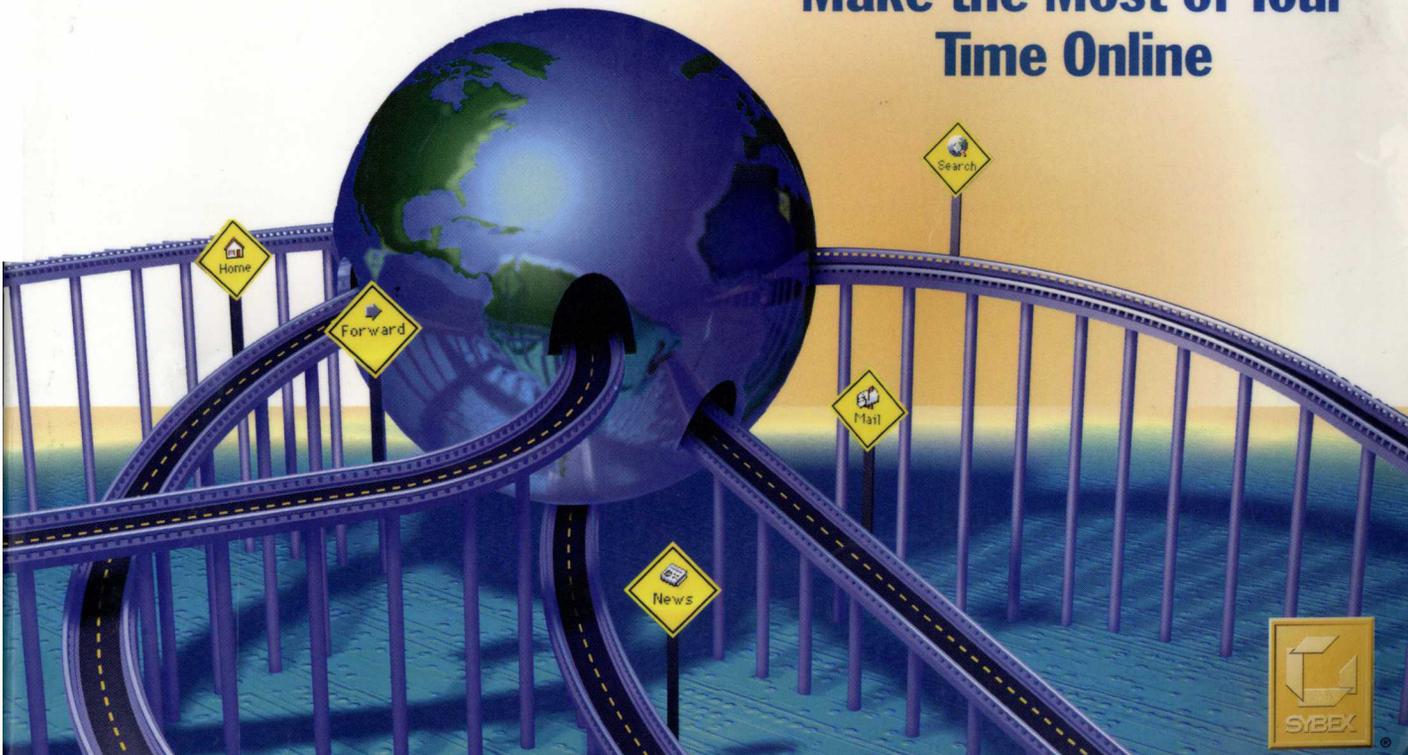
Microsoft®

ABCs of

Internet Explorer 4

Second Edition

Make the Most of Your Time Online



The ABCs of Microsoft® Internet Explorer 4

Second Edition

John Ross



San Francisco - Paris - Düsseldorf - Soest

Associate Publisher: Roger Stewart
Acquisitions Manager: Kristine Plachy
Acquisitions & Developmental Editor: Sherry Bonelli
Editors: Kim Askeew, Lee Ann Pickrell
Technical Editor: Rima S. Regas
Book Designer: Catalin Dulfu
Graphic Illustrator: Patrick Dintino
Desktop Publisher: Maureen Forsys
Production Coordinator: Robin Kibby
Proofreaders: Eryn L. Osterhaus, Katherine Cooley
Indexer: Lynnzee Elze
Cover Design: Design Site
Cover Illustrator: Jack D. Myers

Screen reproductions produced with Collage Complete.

Collage Complete is a trademark of Inner Media Inc.

SYBEX is a registered trademark of SYBEX Inc.

TRADEMARKS: SYBEX has attempted throughout this book to distinguish proprietary trademarks from descriptive terms by following the capitalization style used by the manufacturer.

The author and publisher have made their best efforts to prepare this book, and the content is based upon final release software whenever possible. Portions of the manuscript may be based upon pre-release versions supplied by software manufacturer(s). The author and the publisher make no representation or warranties of any kind with regard to the completeness or accuracy of the contents herein and accept no liability of any kind including but not limited to performance, merchantability, fitness for any particular purpose, or any losses or damages of any kind caused or alleged to be caused directly or indirectly from this book.

Photographs and illustrations used in this book have been downloaded from publicly accessible file archives and are used in this book for news reportage purposes only to demonstrate the variety of graphics resources available via electronic access. Text and images available over the Internet may be subject to copyright and other rights owned by third parties. Online availability of text and images does not imply that they may be reused without the permission of rights holders, although the Copyright Act does permit certain unauthorized reuse as fair use under 17 U.S.C. Section 107.

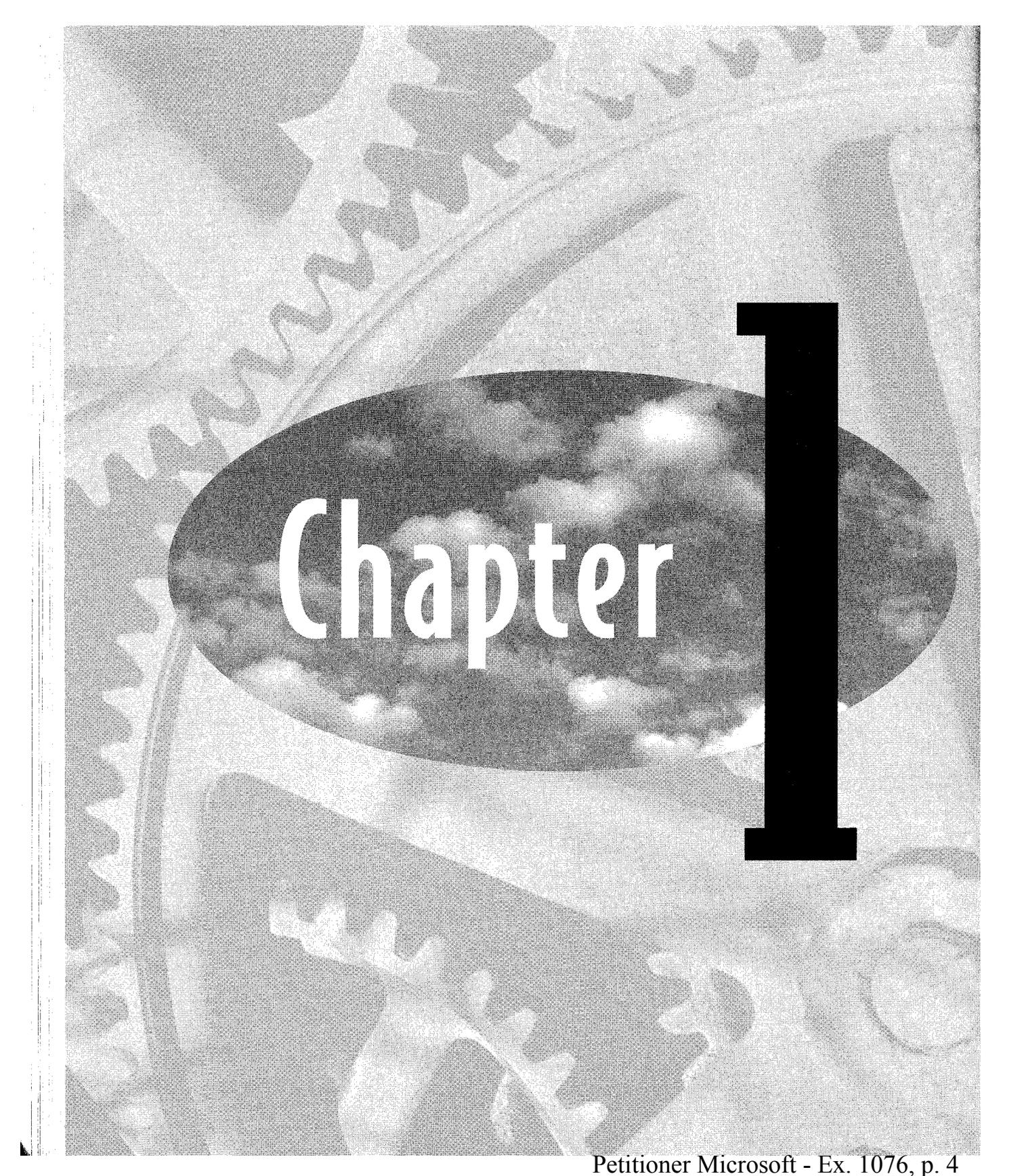
First edition copyright ©1996 SYBEX Inc.

Copyright ©1997 SYBEX Inc., 1151 Marina Village Parkway, Alameda, CA 94501. World rights reserved. No part of this publication may be stored in a retrieval system, transmitted, or reproduced in any way, including but not limited to photocopy, photograph, magnetic or other record, without the prior agreement and written permission of the publisher.

Library of Congress Card Number: 97-68508
ISBN: 0-7821-2042-3

Manufactured in the United States of America

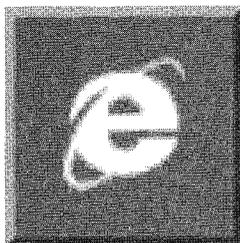
10 9 8 7 6 5 4 3 2 1



Chapter

1

WHAT'S NEW IN INTERNET EXPLORER 4?



FEATURING

- **New features in the Internet Explorer browser**
- **New communication tools**
- **Integration with Windows 95**

The World Wide Web is your gateway to the vast resources of the Internet: news reports, free and inexpensive software, audio and video from live concerts and sporting events, sounds and images from museums around the world, quick access to millions of information sources, and much more. A connection to the Web can convert your desktop computer into an information and communication appliance that gives you access to data from other computers around the world, almost as easily as from files on your computer's own hard disk.

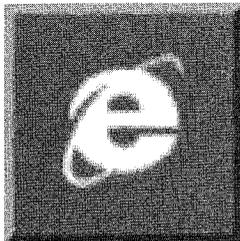
Combined with other programs supplied with Windows 95, Microsoft Internet Explorer 4 gives you a set of applications, programs, and utilities that provide almost everything you need to take advantage of the World Wide Web and other Internet services, such as electronic mail and network news. In response to competitive pressure from Netscape and other companies, Microsoft distributes Internet Explorer at no charge.



Chapter

13

SENDING AND RECEIVING E-MAIL



FEATURING

- **Understanding how e-mail works**
- **Using links to e-mail addresses in Internet Explorer**
- **Sending and receiving e-mail with Outlook Express**
- **Sending and receiving e-mail with Eudora**
- **Sending and receiving mail through America Online**

Electronic mail (also known as *e-mail*) is both the simplest and most widely used Internet service. You can exchange messages with just about anybody who has access to the Internet or to any other network with an e-mail gateway to the Internet.

When the system is working properly, most messages should arrive at their recipients' computers anywhere in the world within a few minutes after you send them; in practice, it's not uncommon for messages to be delayed because of heavy network traffic or equipment problems between the sender and the receiver. Even so, it's almost always faster and less expensive to send messages by e-mail rather than by the postal system.

The Internet Explorer suite includes a mail client as part of the same Outlook Express program that also acts as the newsreader. In this chapter, you can find instructions for using Outlook Express Mail and information about Eudora, another popular e-mail client program that you can download through the Internet.

How E-Mail Works

Like the other Internet services we've looked at, e-mail is yet another client-server system called *Simple Message Transfer Protocol* (SMTP). As Figure 13.1 shows, you use a mail client program to send a message to a post office server (an SMTP server), which identifies the recipient's address and sends it to the mail server that handles mail for that address (a *POP3*—Post Office Protocol No. 3—server). The mail server stores the message in a mailbox until the recipient's client program requests it.

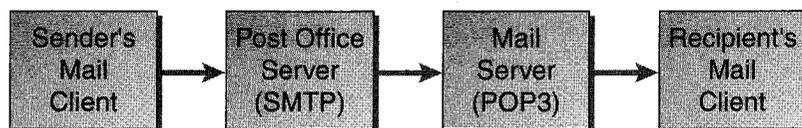


FIGURE 13.1: Internet e-mail moves from the sender to the recipient through a series of clients and servers.

If the sender or the recipient has an account on a system that does not use SMTP, such as a Novell *MHS* (Message Handling Service) e-mail network or an online service like AOL or CompuServe, there's an additional step between the post office server and the mail server: a gateway that converts the address information from SMTP format to the format used by the other system, or from the other format to SMTP.

All e-mail client programs perform at least five separate functions:

- They include a method for creating new messages.
- They send messages to a post office server.
- They receive messages from a mail server.
- They display messages.
- They store copies of inbound and outbound messages.

Many mail clients (including both Outlook Express Mail and Eudora) include additional features and functions, such as message filters and address books, but every mail program will handle these basic services.

Address Formats

In order to make this worldwide message exchange work properly, everybody must use a consistent address format. Unlike the post office, where a human mail sorter will know what to do with a letter that has the city on the top line of the address and the recipient's name at the bottom, like this:

Fall River, Massachusetts 01347
349 Oak Street
Elizabeth Borden

the computers that handle e-mail are unforgiving; if an address is formatted incorrectly, the message won't get through.

The standard format for an Internet e-mail address is

name@address.domain

The *name* part identifies the recipient using their e-mail account, and the *address.domain* part specifies the recipient's mail server. The domain is a code that identifies either the type of organization that owns the mail server (such as .com for commercial businesses, .edu for educational institutions, or .gov for government agencies) or the geographic location (such as .ca for Canada or .fr for France). This is the same domain name system used for World Wide Web addresses.

So, for example, `bugs@carrot.com` might be an e-mail address for a user with the account name "bugs" on a commercial system called "carrot.com." Every e-mail address is unique; there's only one computer with the address "carrot.com," and just one user on that system with the account name "bugs."

NOTE

When spoken, the @ symbol is read as "at" and the period as "dot."
So `bugs@carrot.com` would be spoken as "bugs at carrot dot com."

E-Mail Client Programs

You have several options for sending and receiving Internet e-mail:

- Directly from Internet Explorer, using e-mail links in Web pages
- The Microsoft Messaging client supplied with Windows 95 and similar client programs available for other operating systems

- The Microsoft Outlook Express Mail program supplied with Internet Explorer
- A third-party mail program, such as Eudora by Qualcomm

Sending E-Mail from Internet Explorer

When you click an e-mail link in a Web page, Internet Explorer opens your default e-mail client program and creates a new message with the recipient's address already in the To field. To change the default mail client, follow these steps:

1. From the Internet Explorer browser, select the View ► Options command and click the Programs tab. The dialog box shown in Figure 13.2 will appear.

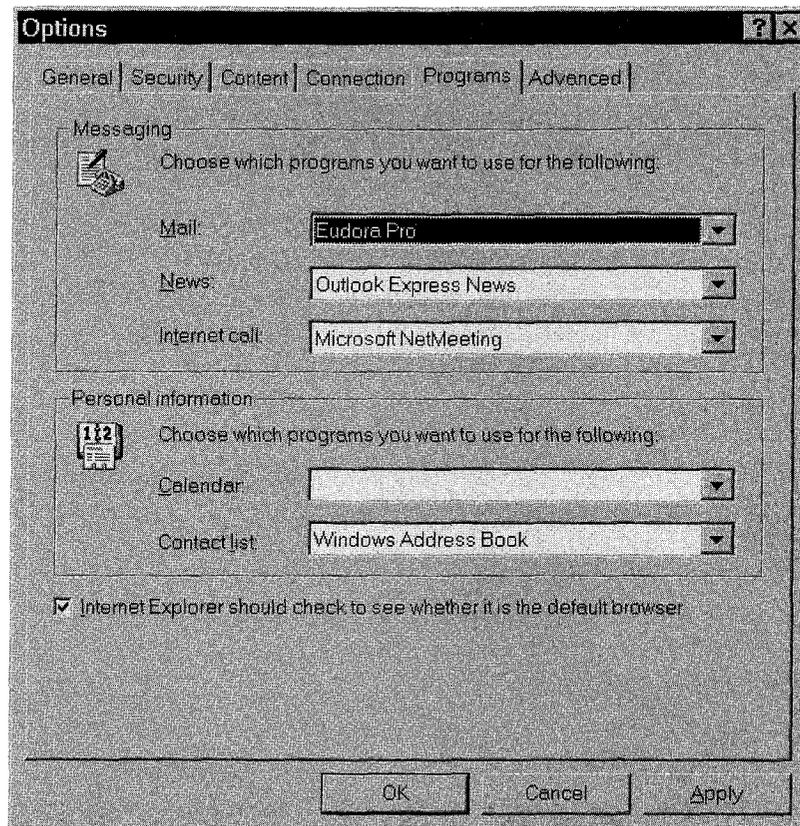


FIGURE 13.2: Use the Programs Options dialog box to change your default mail client program.

2. Drop down the Mail menu and select the mail client you normally use. Don't be surprised to find one or more programs listed that you don't recognize; you might have installed a program that includes a mail client along with the other functions that you actually use.
3. Click the OK button to save your choice and close the dialog box.

Sending and Receiving E-Mail with Outlook Express Mail

Outlook Express Mail is the SMTP client program that comes with Internet Explorer. Outlook Express News and Outlook Express News Mail use similar screen layouts, and both are closely integrated with the Internet Explorer browser.

Figure 13.3 shows the Outlook Express Mail Inbox window. If you've already used Outlook Express as a newsreader, the mail client screen will be familiar. The upper pane of the window contains a list of messages in the current folder; the text of the currently selected message appears in the preview pane at the bottom of the window. To change to a different folder, select that folder from the Folder Bar on the left side of the window. Use the Layout dialog box (View ► Layout) to hide or display the preview pane, the Folder Bar, and other optional Outlook Express features.

The preview pane isn't the only place you can read a message. To open a message in a separate window, double-click the entry for that message in the message list.

Newly received messages appear first in the Inbox folder, but you don't have to leave them there. To create a new folder, use the File ► Folder ► New Folder command. To move the currently selected message to a different folder, drag the message entry to the name of the destination folder.

Configuring Outlook Express Mail

When you install the Internet Explorer suite of programs, the setup routine will ask you to specify your e-mail address, the addresses of your outgoing and incoming mail servers, and the other information your mail server needs. You won't be able to send or receive mail unless you supply these addresses.

You probably received a piece of paper from your Internet service provider with all of the necessary account names, passwords, and addresses when you set up your account. If you can't find the information you need, call your service provider.

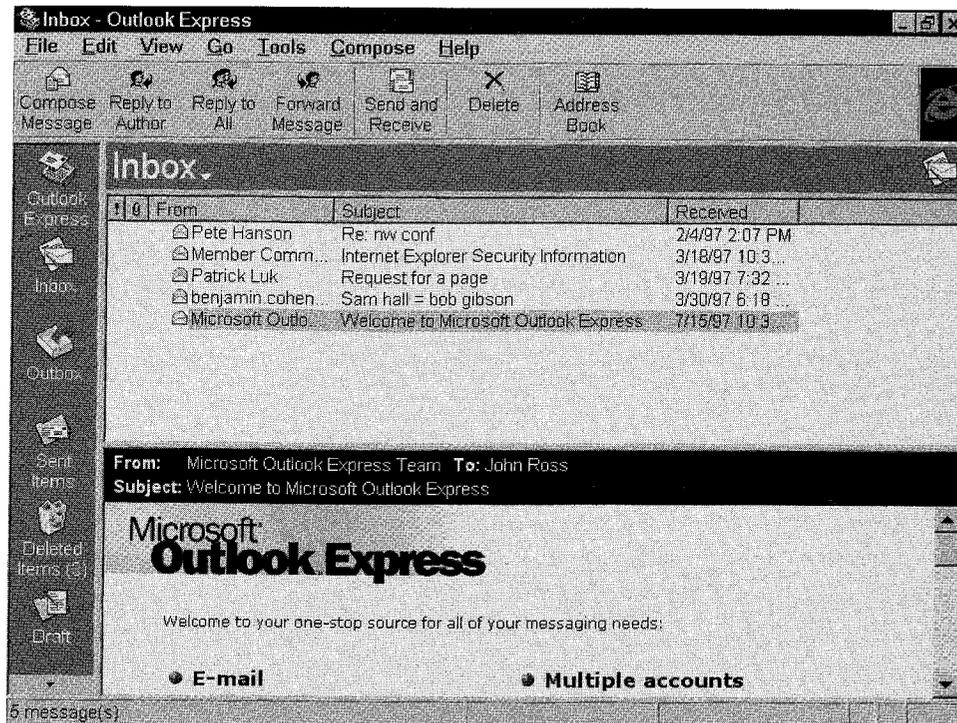


FIGURE 13.3: The Outlook Express Mail screen shows all the messages in the current folder and previews the current message.

To change the details about your account, select **Tools** ► **Accounts** and click the **Mail** tab. Select the account you want to change and click the **Properties** button. To set up a new e-mail account, click the **Add** button.

Creating Messages with Outlook Express Mail

To create a new e-mail message, follow these steps:

1. Click the **Compose Message** button in the toolbar or select the **Compose** ► **New Message** command in the menu bar. The **New Message** editor window, shown in Figure 13.4, will appear.
2. Type the e-mail address of the recipient of this message in the **To:** field. To send the same message to more than one recipient, type each name, separated by commas.

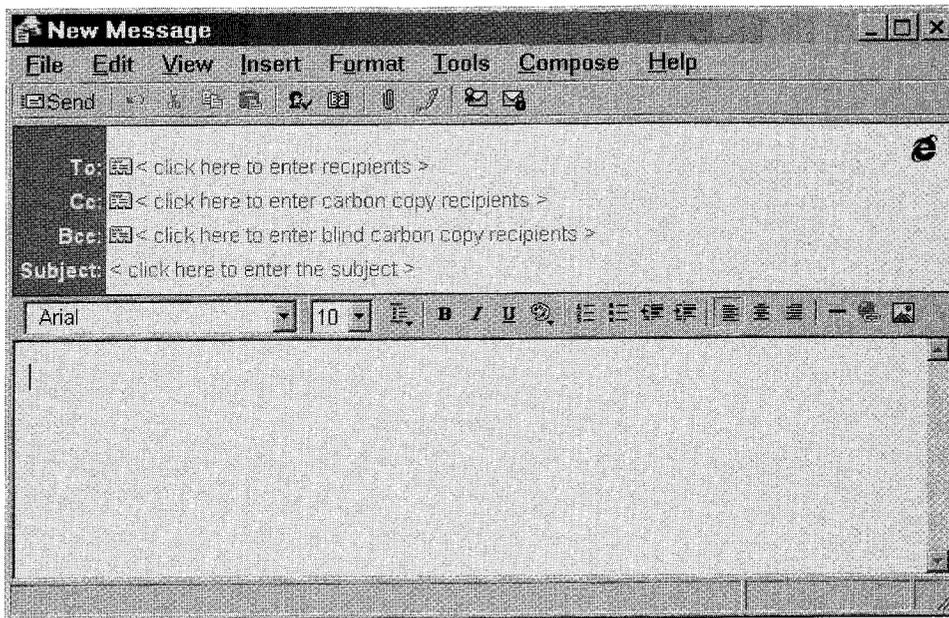


FIGURE 13.4: Use the New Message editor to compose e-mail messages.

3. If you have previously added the name of this recipient to your address book, click the file card icon and choose one or more names from the Select Recipients dialog box.
4. If you want to send *courtesy copies* or *blind courtesy copies* of this message to other recipients, type those addresses in the Cc: or Bcc: fields.
5. Type a brief description of this message in the Subject: line.
6. Type the text of your message in the main body of the editor window.
7. When you're ready to send this message, click the Send button on the toolbar or select the File ► Send Message command. If you have accounts with more than one mail server, you will see a submenu where you can select the server you want to use for this message.

Formatting Your Message

If you know that the person receiving this message is using a mail reader that can recognize HTML or Rich Text Formatting (some newsreaders call this the *text/enriched MIME format*), you can specify typefaces and styles, add color and background images, and incorporate links, pictures, and horizontal lines into your message. However, most of the people to whom you send messages will not be able to recognize these

enhancements, so they will receive your message with distracting HTML codes embedded in plain text. They will receive a formatted version as an attached file (readable in a Web browser), but it's best not to use formatting unless you know what kind of news-reader the recipient uses.

To set your default formatting option for all messages, follow these steps:

1. In the main Outlook Express Mail window, select Tools ► Options.
2. Click the Send tab.
3. In the Mail Sending Format section, choose HTML to turn on formatting or Plain Text to turn it off.
4. Click the OK button to save your choice and close the dialog box.

To change the formatting option for an individual message, open the Format menu in the message editor window and select either Rich Text (HTML) or Plain Text.

Outlook Express also offers several preformatted backgrounds and graphics. The Compose ► New Message Using command opens a submenu that lists half a dozen of these stationery formats. However, like other embedded graphics, it's best not to use these formats unless you're sure the recipient is using an e-mail client program that can recognize them.

Attaching a File to Your Message

To send a program, data file, or any other file via e-mail, you can send it as an attachment to a message. Follow these steps to attach a file to a message:

1. Create the message. It's a good idea to include some kind of short text, even if it's just "Here's the file I promised to send you."
2. Click the Insert File button on the toolbar or select the Insert ► File Attachment command.
3. Select the file you want to send from the file browser.

If you're sending an unformatted text file, you can either attach the file to the message or include the text as part of the message. To transfer text from a file to the body of your message, use the Insert ► Text from File command.

Sending the Message

Sending a message from Outlook Express Mail is a two-step process: first you must place the message in your Outbox folder and then transmit the message to your mail server (which relays it through the Internet to the recipient). You store the message in the Outbox when you click the editor's Send button. If you change your mind about sending a message, open the Outbox folder, select the message, and use the Delete button in the toolbar or the Edit ► Delete command.

Outlook Express will transfer messages from the Outbox to the server when you check for new incoming mail. To automatically connect to the mail server on a regular schedule, follow these steps:

1. Select Tools ► Options.
2. Click the General tab.
3. Make the Check for New Messages Every *n* Minutes option active, and set the time interval in minutes.

To manually connect to the server now, click the Send and Retrieve button on the toolbar, or select the Tools ► Send and Retrieve command.

Saving Copies of Outgoing Messages

You will probably want to store copies of some of the messages you send and receive. Therefore, you should configure Outlook Express Mail to automatically transfer your messages from the Outbox folder to the Sent Items folder at the same time that it sends them to the mail server.

Follow these steps to make sure this option is active:

1. Select Tools ► Options ► Send.
2. Place a checkmark in the box next to Save Copy of Sent Messages.

If you organize your messages into separate folders by date, topic, or recipient, you should drag each message from the Sent Items folder to the folder where you want to store it. If you don't want to save a copy of a message, just delete it from the Sent Items folder.

Receiving and Reading Messages

Outlook Express Mail can connect to the mail server and transfer new messages on a regular schedule or in response to a manual command. The same Check for New Messages option described earlier in this chapter (under "Sending the Message") controls connections for both sending and receiving messages.

When Outlook Express Mail receives new e-mail messages from your mail server, it places them in its Inbox folder, as shown in Figure 13.5. Unread messages appear in **boldface type** with a closed envelope icon. After you read a message, the listing is in normal type, with an open envelope icon.

Reading Messages

To read a message, select the description of that message. The text will appear in the preview pane of the Outlook Express window. To open the message in a separate window as shown in Figure 13.6, double-click the description of that message.

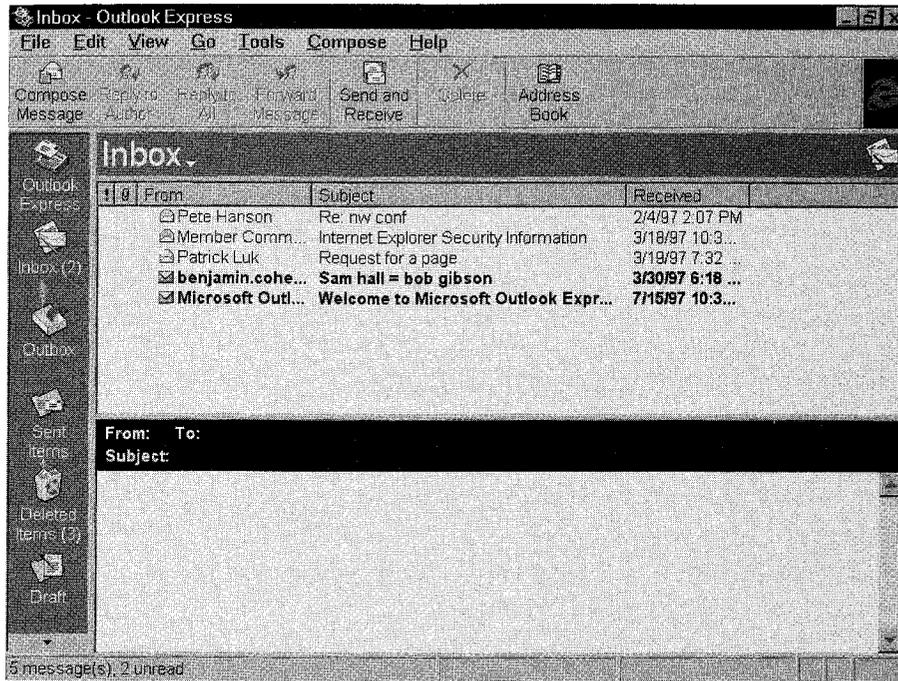


FIGURE 13.5: Incoming e-mail messages appear first in Outlook Express Mail's Inbox folder.

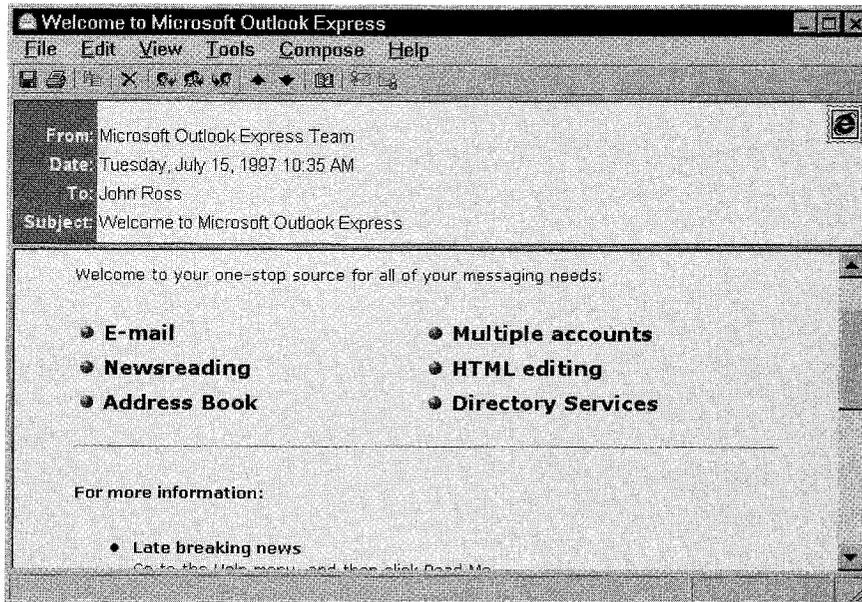


FIGURE 13.6: Outlook Express Mail can display messages in a separate window.

Managing Messages

After you have read a message, there are several other things you can do with it:

- Forward a copy to another e-mail address
- Attach a copy of the message to a new message
- Send a reply to the originator of the message
- Send a reply to the originator and all other recipients

The commands that control these options are in the Compose menu. Several also appear in the toolbar.

Using Message Filters

The default location for incoming messages is the Inbox folder, but you can set up filters that automatically move specific messages to other folders. Other filters can automatically forward the message to another recipient, send a prepared reply, or discard messages from certain senders or with certain words in their headings.

To set up a mail filter, follow these steps:

1. From the main Outlook Express window, select Tools ► Inbox Assistant. The Inbox Assistant dialog box will appear.
2. Click the Add button. The Properties dialog box shown in Figure 13.7 will appear.

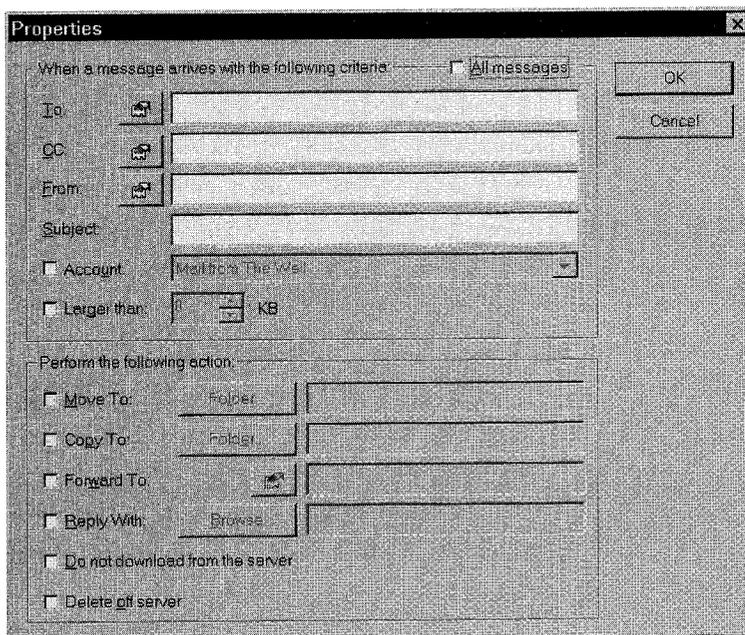


FIGURE 13.7: Use the Properties dialog box to set up an automatic message filter.

3. Fill in one or more fields to describe the type of message you want to filter. For example, you might want to automatically delete all messages you receive from a particular address or send a standard reply to all messages with a particular subject line.
4. In the Perform the Following Action section, select one or more options that describe what you want to do with the message:
 - Move To** Select the Move To option to transfer the message from the Inbox to another folder.
 - Copy To** Select the Copy To option to leave one copy in the Inbox and place a second copy in another folder.
 - Forward To** Select the Forward To option to send the message to another e-mail address.
 - Reply With** Select the Reply With option to automatically send a specified text file to the address in the Reply To or From field of the original message.
 - Do Not Download from the Server** Select the Do Not Download from the Server option to keep the message on the server rather than downloading it to Outlook Express. Use this option if you want to hold certain messages for later downloading. For example, if you are traveling, you might want to hold certain message types until you return to your own office.
 - Delete off Server** Select the Delete off Server to discard messages without transferring them from the mail server. Use this option for message types that you don't want to see, such as junk mail from advertisers or mail from people who have previously sent you abusive mail that you don't want to read.
5. Click the OK button to save your new filter and close the dialog box. The new filter will be visible in the Inbox Assistant dialog box, as shown in Figure 13.8.

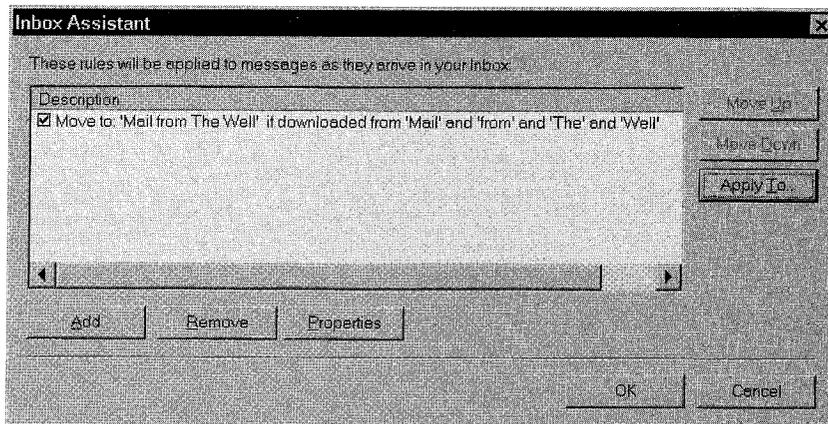


FIGURE 13.8: The Inbox Assistant dialog box shows the status of all message filters.

6. To turn on a filter, place a checkmark in the box to the left of the description.
7. Click the OK button to save your choices and close the dialog box.

Managing E-Mail with Eudora

It won't surprise you to learn that Microsoft is not the only place you can go for an Internet e-mail manager program. One of the best alternatives is Qualcomm's Eudora. Originally developed at the University of Illinois in 1988, Eudora is now used by about ten million people.

Qualcomm offers two versions of the program: Eudora Light, which you can obtain free from <http://www.qualcomm.com/prodtech/quest/light.html>, and Eudora Pro, which is sold as a shrink-wrapped product from software retailers or directly from Qualcomm. Both versions are fully functional e-mail managers, but the commercial version has several added features, including text formatting, spell checking, and support for more than one mail server.

Eudora displays each mailbox and each inbound and outbound message in a separate window, as shown in Figure 13.9. You can move a message from one mailbox to another by dragging and dropping or using the commands in the Transfer menu.

Configuring Eudora

Eudora requires the same kind of configuration information as other mail programs: your own e-mail address, the addresses of your mail server and POP3 server, and so forth. All of these settings are in the Options dialog box, which you can reach from the Tools menu.

Most of the other Eudora options control the way the program displays messages on your screen and the details of its interaction with the mail server. The most essential options for sending and receiving mail are in the Getting Started, Checking Mail, and Sending Mail sections of the Options dialog box.

Receiving Messages with Eudora

Eudora can automatically connect to your POP server and check for new mail on a regular schedule, or if you prefer, only when you enter a manual Check Mail command. The Checking Mail Options dialog box, shown in Figure 13.10, includes two options that control the way Eudora retrieves mail for you:

Check for Mail Every *n* Minutes To check for new messages automatically, type the number of minutes you want Eudora to wait between downloads in

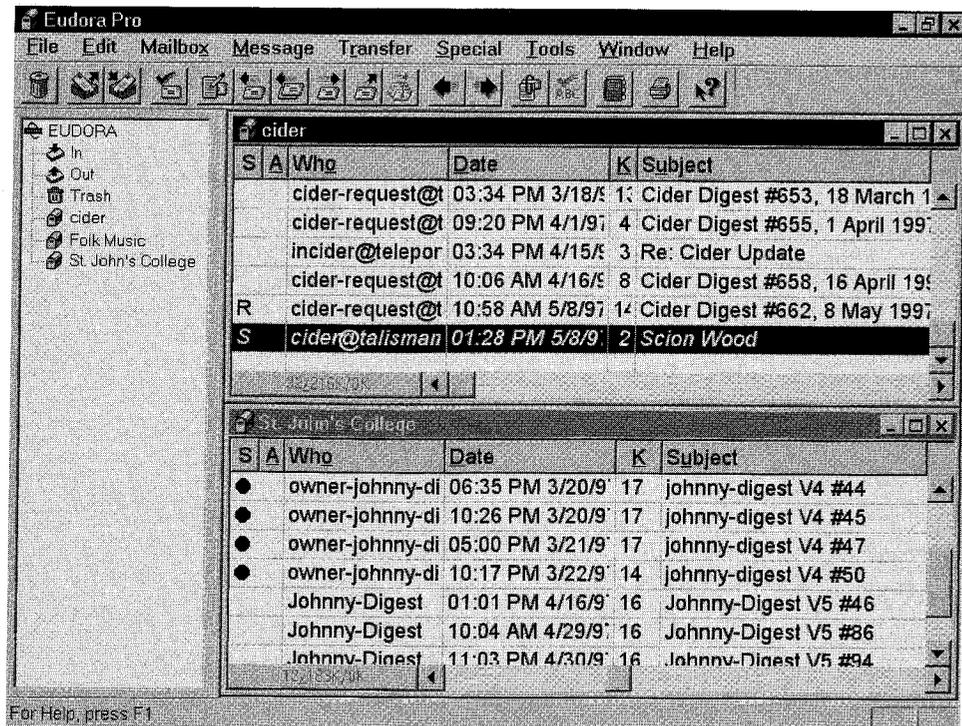


FIGURE 13.9: Eudora displays messages and mailboxes in separate windows.

this field. Unless you expect to receive a really huge volume of mail, you'll want to set an interval of at least 10 or 15 minutes. If you prefer to check for mail manually, set the interval to 0 minutes.

Send on Check If the Send on Check option is active, Eudora will automatically upload any messages waiting in the message queue to the mail server every time it checks for new mail. If the option is not active, you'll need to use the Send Queued Messages command in the File menu to upload outbound mail.

Sending Messages with Eudora

To create an e-mail message, choose the New Message command in the toolbar or the Message menu. When the window shown in Figure 13.11 appears, fill in the To and Subject fields, and type your message in the lower portion of the window. If you

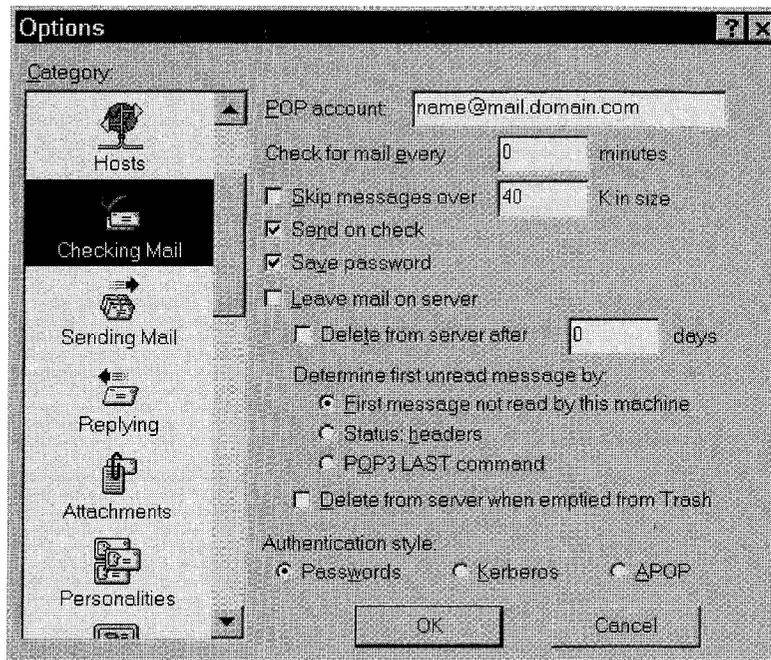


FIGURE 13.10: The Checking Mail options control the way Eudora downloads mail from your POP server.

want to send a file along with your message, use the Attach File command in the Message menu to specify the name and location of the file. Use the Attachments category in the Options dialog box to specify the type of formatting you want to apply to this file.

When you create a new message, you can either send it to your mail server as soon as it's finished or place it in a message queue for later transmission. To change the configuration, open the Tools menu and select the Options command, and then click the Sending Mail icon. The Immediate Send option is the first item in the Sending Mail dialog box.

If the Immediate Send option is active, Eudora will connect to your mail server and upload each message as soon as you click the Send button. If Immediate Send is not active, you must either use the Send Queued Messages command in the File menu or make the Send on Check option active and wait for the next time Eudora checks for new mail.

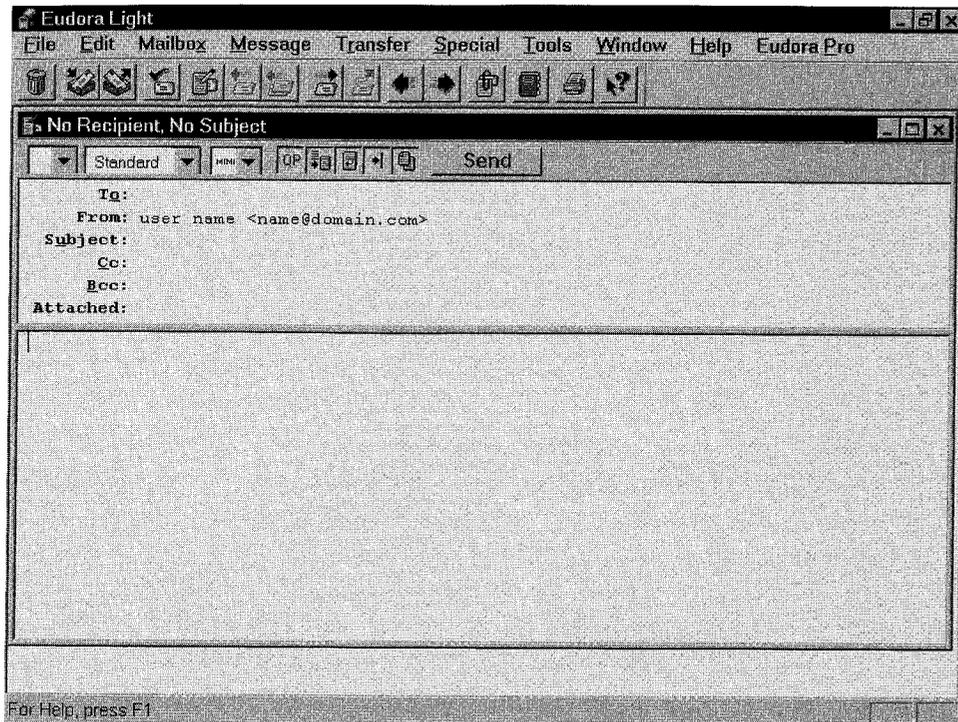


FIGURE 13.11: Type the details and text of your messages in the new message window.

Sending and Receiving Mail through America Online

If you connect to the Internet through America Online, your mail does not pass through an SMTP server. Therefore, you must use the mail programs in the AOL client program rather than Outlook Express or any other separate mail reader.

The controls for handling e-mail on AOL are all in the Mail menu. Select Compose Mail to create and send messages or Read New Mail to see incoming messages.

In the long run, it really doesn't matter which mail client program you decide to use—once you learn how to use any of these programs, you will send and receive your mail without thinking about the command set or the screen layout. And of course, those messages are the whole point of e-mail in the first place.