

# **SCOoffice Server™ 4.1**

## **E-mail and Collaboration for SCO® UNIX® Servers**

### **Technical White Paper**

SCOoffice Server 4.1 delivers a reliable, full-featured Internet e-mail and collaboration solution for small and medium businesses. Designed with comprehensive security features, SCOoffice prevents e-mail viruses before reaching users, filters out unsolicited e-mail, and provides secure e-mail access. Providing more than just e-mail services, SCOoffice also delivers a collaboration solution for scheduling group meetings, sharing contact lists and folders, and managing group task lists. For convenience, SCOoffice works Microsoft Outlook and industry-standard e-mail readers and Web browsers. Empowering non-technical users such as office managers, secretaries, and assistants, SCOoffice features a friendly interface for setting user and environment preferences.

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### **Technical White Paper**

## **1. Executive Summary**

SCOoffice Server 4.1 delivers a reliable, full-featured Internet e-mail and collaboration solution for small and medium businesses. Designed with comprehensive security features, SCOoffice prevents e-mail viruses before reaching users, filters out unsolicited e-mail (SPAM), and provides secure e-mail access. Providing more than just e-mail services, SCOoffice also delivers a real-time collaboration solution for scheduling group meetings, sharing contact lists and folders, and managing group task lists. For convenience, SCOoffice integrates with Microsoft Outlook and industry-standard e-mail readers and Web browsers. Empowering non-technical users such as office managers, secretaries, and assistants, SCOoffice features a friendly interface for setting user and environment preferences.

This document is meant to provide a high-level technical overview of the SCOoffice Server 4.1. For additional information, contact your SCO reseller or visit our website.

## **2. Introduction**

SCOoffice Server 4.1 is a server-based e-mail and collaboration platform. E-mail and collaboration services are especially beneficial in situations that require solid communication between individuals, as well as those requiring communications with electronic information services. SCOoffice Server 4.1 takes advantage of the wide availability of mail clients and web browsers that allow access to information at any time from anywhere, even under conditions of intermittent connectivity.

SCOoffice Server 4.1 provides a reliable, robust e-mail and collaboration solution. It offers a lower cost of ownership than the competition through fast installation, minimal training requirements, high reliability and ease of administration. The product is designed so that non-technical personnel can perform day-to-day administration tasks. Opportunities for value-added development and integration with existing applications are offered within the architecture of the SCOoffice Mail Server, which is both extensible and modular. Furthermore, since the product is from SCO, you can be sure that it will offer the best possible integration with the latest SCO UNIX Operating System offerings.

SCOoffice Server 4.1 is an excellent choice for resellers that service customers with Microsoft Outlook® compatible e-mail and collaboration system. SCOoffice Server products provide resellers, solution providers, and administrators with a highly available, easily managed, and lower cost alternative to products such as Microsoft Exchange®.

When the SCOoffice Server is used in conjunction with the SCOoffice Mail Connector™ the SCOoffice Server truly becomes a low cost alternative to Microsoft Exchange. For the Outlook end-user, the experience is nearly identical.

### 3. Features of SCOoffice Server 4.1

Feature	Description	How to use it
User-friendly Installation Utility	The SCOoffice Server is easily installed via native OS package installation tools.	On SCO OpenServer, install the software with <b>custom</b> .
WebClient	Users can access their e-mail, contacts, calendars, notes and tasks, from anywhere on the Web.	Point a web browser to the URL <a href="https://server_name/webmail">https://server_name/webmail</a> and login with your administrator-provided User ID and password.
WebClient folder sharing	WebClient users can share e-mail, contacts, and calendars with other users of the SCOoffice Server including users of Microsoft Outlook	Within the WebClient application, select the folder you wish to share and click on <b>Permissions</b> . Type in the name of the user to share the folder, then select <b>Add User</b> .
Microsoft Outlook folder sharing	The SCOoffice Server can install software on Microsoft Outlook systems to allow for the sharing of e-mail, contacts, calendars, notes, and tasks between SCOoffice Server users.	SCOoffice adds a toolbar to Microsoft Outlook for the SCOoffice Mail Connector for Microsoft Outlook component. Select the folder you wish to share in Microsoft Outlook then, on the Connector toolbar, select <b>Folder</b> then <b>Add</b> . Type in the name of the user to share the folder.
Single-Click Outlook Configuration	Configuration of Outlook starts with a one-click setup from the User Preferences interface. All that is required is a username and password. Software extensions for Microsoft Outlook will be installed automatically.	Login to the User Preferences interface by pointing your web browser to the URL, <a href="http://server_name/">http://server_name/</a> (where server_name is the name of the server hosting SCOoffice Server) and providing a login and password provided by the administrator. Once you have logged in, select Preferences->Client Configuration and click the "Outlook" button. Follow the standard Microsoft Windows prompts selecting to Open the configuration program. Depending on the version of Windows and Outlook, Windows may need to reboot as part of the configuration process.

Feature	Description	How to use it
Calendaring	The <i>SCOoffice</i> Server supports ical calendaring, the standard for Internet calendaring supported by Microsoft and many other e-mail client vendors. "Free-busy" information for user calendars is stored on a central server. This allows Outlook users to use <i>SCOoffice</i> Server to share their busy and free time with others.	This feature is configured for Microsoft Outlook users automatically as part of the Single-Click Outlook Configuration feature. Once enabled, users can schedule meetings using the standard Microsoft Outlook interfaces and check when other users are busy when scheduling a meeting.
Directory Support	User information is stored in an LDAP directory service by <i>SCOoffice</i> Server.	Administrators manage users through the Web Administrator interface. Users can access information about other <i>SCOoffice</i> Server users through the built-in Internet Address Book features of modern e-mail clients such as Microsoft Outlook and Mozilla Messenger.
UNIX Support	<i>SCOoffice</i> Server installs on the latest version of SCO OpenServer. This allows <i>SCOoffice</i> Server to take advantage of the stability and reliability of UNIX.	<i>SCOoffice</i> Server installs using native OS installation programs on SCO OpenServer (Software Manager/custom+).
Web Management	Both administrators and users can manage the system (or their account) with any standard Web browser. No special client training is necessary.	Use a Web browser to login to the Web Administrator interface through the URL <a href="http://server_name/">http://server_name/</a> .
Built-in Security	<i>SCOoffice</i> Server is integrated with an included SSL library. Secure Internet transport is provided through the SSL and TLS protocols.	During installation, <i>SCOoffice</i> is automatically configured to use self-signed certificates. To use this feature, users simply select to use SSL or TLS within their mail applications and use the <a href="https://server_name">https://server_name</a> notation when accessing the WebClient, User Preferences, and Web Administrator interfaces.

Feature	Description	How to use it
Anti Virus Protection	SCOoffice Server includes Clam AntiVirus™. The main purpose of this software is to scan e-mail for viruses. The package provides a flexible and scalable multi-threaded daemon, a command line scanner, and a tool for automatic updating virus definitions via Internet.	E-mail is automatically checked for viruses. If a virus is detected, the e-mail is quarantined on the SCOoffice Server system and an e-mail message is sent to the intended recipient informing them of the problem and location of the quarantined e-mail message.
Junk Mail (SPAM) Filtering Capabilities	SCOoffice Server uses spamassassin™ to tag e-mail as SPAM on a system-wide basis. The feature can be combined with end-user filtering capabilities to allow users to control their own anti-SPAM preferences. In addition, SCOoffice Server includes support for the Realtime Blackhole List (RBL).	<p>SCOoffice Server automatically prevents the use of the e-mail service as a mail relay which protects your system from being used to distribute Unsolicited Commercial E-mail (SPAM) without your knowledge.</p> <p>Administrators have a great deal of control over the types of messages that can be delivered to the server and how those messages are certified. The administrator uses the Web Administrator interface to manage delivery settings. <b>Configuration&gt;Services&gt;Postfix</b> contains the <b>UCE Controls (SPAM)</b> settings.</p> <p>Administrators control spamassassin detection criteria by editing the spamassassin configuration files in the files <code>/opt/insight/etc/amavisd.comf</code> and <code>/opt/insight/etc/mail/spamassassin/local.cf</code>.</p> <p>Users manage their own SPAM filtering rules via the <b>Mail Filters</b> option of the User Preferences interface.</p>
Multi-domain Mail Server	The SCOoffice Server supports the ability to serve multiple mail domains from a single server.	Administrators can create and manage domains via the Web-based administration interface. Mail domains must also be managed as MX records in a DNS server that may reside on a different system.

Feature	Description	How to use it
Dedicated Mail Server	The <i>SCOoffice</i> Server is designed to act as a standalone dedicated collaboration server. All account information is stored in a centralized LDAP database. In order to protect the system from local root security exploits, <i>SCOoffice</i> Server users do not have system accounts.	<i>SCOoffice</i> Server user information is stored in an LDAP directory and can be managed via the Web Administrator interface, command line tools, or third-party LDAP management interfaces.
Message Filtering	<i>SCOoffice</i> Server has the ability to reject mail messages based on header information, message body content, or SMTP envelope information. The server supports the ability to create server-side rules for depositing content into specific mailboxes. These capabilities can be used to help protect network users from unwanted viruses and junk mail.	Global message filtering is managed by editing filter files in the <code>/opt/insight/etc/postfix</code> directory as instructed by the documentation.  Individual users can filter messages from the User Preferences interface <b>Mail Filters</b> option.
Quota Support	This feature allows the administrator to limit the size of the mailboxes allowed on a system.	A quota can be set for each user as they are created by the administrator. The administrator can also elect to set a default quota using the <b>autocreatequota</b> feature available under <b>Configuration-&gt;Services-&gt;Cyrus IMAP</b> from the Web Administrator interface.
International Language support	The Web Administrator, User Preferences, WebClient interfaces and <i>SCOoffice</i> Connector for Microsoft Outlook are all localized into English, French, German, Italian and Spanish languages.	Set the preferred language type in the browser configuration. The proper language files will automatically appear.

Feature	Description	How to use it
Third-party software integration	The SCOoffice Server is designed to easily integrate with third party anti-SPAM, anti-virus, telephony, and FAX solutions.	See product documentation for details.

## 4. Architecture Overview

### 4.1. Design Goals

SCOoffice Server 4.1 is a complete e-mail and collaboration solution for SCO UNIX servers. The design goals of the Server 4.1 product required that it be:

- Stable
- Secure
- Able to work with popular e-mail clients
- Easy to install
- Easy to use
- Easy of manage

SCO achieved these goals by partnering with Bynari, Inc. ("Bynari") to develop easy-to-use management and installation tools and integrating them into a set of open source components built entirely around directory services.

Bynari, Inc. ("Bynari"), a Dallas Texas based company, is a leading-edge software firm focused on providing a full-suite of collaboration products by utilizing open standards and software. Bynari develops products for resell and OEM through various vendor relationships, as well as for its own sales and marketing channels.

### 4.2. Principle Components

The principle components of the SCOoffice Server 4.1 include:

- Postfix
- Cyrus
- Open LDAP
- Web Administrator Interface
- User Preferences Interface

#### 4.2.1. Postfix

The heart of any Mail Server is the Mail Transfer Agent (MTA). This component is responsible for queuing and routing e-mail messages, handling mailing lists and aliases, and forwarding e-mail. Postfix is the MTA used by the SCOoffice Server 4.1. Unlike other MTA systems, Postfix was designed explicitly with security in mind. SCO's engineering team has specially configured Postfix to query the LDAP server for information needed to deliver mail, resolve mail addresses, and offer SSL and TLS support.

### **4.2.2. *Cyrus IMAP Server***

Cyrus IMAP is used to store mail folders. The Cyrus message store provides access to personal e-mail through the Internet Message Access Protocol (IMAP4) and Post Office Protocol (POP). IMAP and POP are key network protocols that allow e-mail clients to connect to the server and retrieve e-mail. The Cyrus IMAP server differs from other message store and IMAP server implementations in that it runs on "sealed" servers, where users are not normally permitted to login. Rather than look at a local user database, user accounts and passwords are checked in the LDAP server provided with the *SCOoffice Server*.

The Cyrus message store is stored in parts of the file system that are private to the Cyrus system. All user access to mail is supported through clients using the IMAP and POP3 protocols. The Cyrus IMAP uses a mailbox format that provides a much more scalable message store than the traditional flat file format used on UNIX systems.

### **4.2.3. *OpenLDAP Directory Server***

The *SCOoffice Server* 4.1 uses a Lightweight Directory Access Protocol (LDAP) directory to store information concerning mail accounts, mail aliases, and e-mail domains configured on a server. OpenLDAP is the LDAP directory server included with *SCOoffice Server*. OpenLDAP also serves as a directory server for mail clients such as Microsoft Outlook and Mozilla Messenger. Both personal and corporate user information and e-mail authentication data are stored in the directory and easily managed using the *SCOoffice Server*'s Web Administrator interface.

The LDAP directory is an object-oriented database, where information about organizations, groups, users, and resources is stored hierarchically. The directory is a powerful data repository for the *SCOoffice Server* because it identifies every resource and controls how each relates to other resources. A directory can also be extended to include new types of resources, to modify existing resources, or to add additional attributes to describe them.

#### **4.2.4. Web Administrator Interface**

The Web Administrator interface is the principal SCOoffice Server administrative utility. It is a Web-based management interface, built using the PHP scripting language. The Web Administrator provides support for all functions required to administer the server on a day-to-day basis. The Web Administrator provides functionality to:

- Create and manage Users, Groups, Resources, and Domains
- Create and manage Aliases and Mailing Lists
- Create and manage Mail, Calendar, Contacts, Notes, and Task folders
- Manage Mail queues and Global Disclaimers
- Configure advanced services such as Postfix, Cyrus IMAP, and distributed Mail services
- Migrate information and/or e-mail from an existing Mail server such as Microsoft Exchange, MMDF, or Sendmail
- Backup and restore configuration, folders, and LDAP information
- Schedule common tasks to run automatically
- Recover message store database indexes in the event of a system crash
- View system statistics and logs
- Control access to the WebClient

The Web Administrator provides SCOoffice administration screens only accessible by the “admin” administrative user account. By default the SCOoffice Server is served by the Apache Web server at: [https://server\\_name/](https://server_name/).

#### **4.2.5. User Preferences**

The User Preferences interface is the end-user equivalent of the Web Administrator interface. From the User Preferences interface, users can login with their mail user ID and password to:

- Manage their address book information
- Change their e-mail user password
- Provide a forwarding email address
- Set an Out-of-Office (vacation) message
- Configure clients such as Microsoft Outlook
- Create and Manage Aliases (mailing lists)
- Manage E-Mail filtering rules for automatically filing email messages into specific folders based on specified content
- Create and Manage E-Mail folders
- Migrate mail information from an existing UNIX mailbox or from Microsoft Outlook (PST)

As with the Web Administrator, the User Preferences interface is accessed from the URL [https://server\\_name/](https://server_name/). Users will be required to enter their mail user ID and password.

Microsoft Outlook users can take advantage of the one-click Microsoft Outlook configuration tool provided as part of the User Preferences interface. At the press of a button, the client is automatically configured to use the mail, calendaring, and address book features of the SCOoffice Server.

This option downloads, installs, and configures the *SCOoffice* Mail Connector and *SCOoffice* Address Book for Microsoft Outlook.

## **5. Collaborating With *SCOoffice* Server**

*SCOoffice* Server enables users of the *SCOoffice* WebClient and/or Microsoft Outlook to collaborate seamlessly. Users can use either of these tools to:

- Share public and personal folders
- Share Contact Lists and Calendars
- Control access to folders and what forms of access are allowed (e.g. read-only, write, etc...)
- Access the global address book
- Delegate calendar administration
- Schedule resources such as conference rooms and projectors
- Maintain both public and personal Discussion Groups

### **5.1. *SCOoffice* WebClient**

The *SCOoffice* WebClient is designed to provide functionality similar to Microsoft Outlook from a web-based application. *SCOoffice* WebClient uses the same encoding-decoding scheme as *SCOoffice* Connector for Microsoft Outlook allowing both types of users and allows web interface users to share folders, contact lists, and calendars.

Users should point their browser to the *SCOoffice* WebClient using the URL:

[http://server\\_name/webclient](http://server_name/webclient)

At the Login prompt, enter the Login/Username and Password that were used to create the User and click *Login*.

The WebClient allows users to send and receive email, view and schedule appointments, and view and share contact lists among users. Users can also share folders and set folder access permissions.

To share a folder using the *SCOoffice* WebClient; first, view the folder that you wish to share, second, select the Permissions icon (found on the top right-hand corner of the application pane), and third, add users and specify their access rights.

### **5.2. *SCOoffice* Mail Connector™ for Microsoft Outlook®**

The *SCOoffice* Mail Connector extends Microsoft Outlook to allow collaboration with *SCOoffice* Server. *SCOoffice* Mail Connector contains two components, the Mail Connector itself and the *SCOoffice* Address Book.

#### **5.2.1. *SCOoffice* Mail Connector for Microsoft Outlook**

The Mail Connector is an Exchange Client Extension\* that enables versions of Microsoft Outlook from 2000 through 2003 to change its message, calendar, contact and other stores from Exchange to an Internet Mail Access Protocol service. Outlook 2000 must be configured in Corporate Workgroup mode so that the necessary Outlook services will be installed and enabled.

Outlook 2002(XP) and Outlook 2003 have no concept of the Corporate Workgroup mode and provide the necessary services by default.

The Mail Connector provides complete mapping and synchronization of the user's mail and special folders with the Cyrus IMAP server using the IMAP protocol. MAPI is not used. While this is nothing new for standard mail folders this is a very significant feature for the sharing of the special folders such as calendar, contacts, journal, notes, and tasks. The synchronization of the special folders marks the introduction of meaningful collaboration with Outlook on an IMAP based e-mail and collaboration platform. The collaborative features of Outlook that were once available only with Exchange are now available with *SCOoffice Server*.

The Connector adds a toolbar of five buttons to the Outlook menu which allows the user to configure e-mail accounts, set folder synchronization options, share folders and set folder access permissions. Aside from this toolbar the user experience of using Outlook with the Connector is essentially unchanged from that of Outlook with Exchange.

#### **Connector toolbar buttons:**

1. **IMAP Mailboxes** – Configure e-mail accounts and local storage (PST) files. Existing PST files can be used or a new PST file can be created. Profiles, mail accounts and Personal Storage Files can also be managed using the standard Outlook and Windows Control Panel menus.
2. **Mailbox** – Specify the IMAP server and IMAP account logon information with which the Outlook e-mail account mail folders are synchronized.
3. **Folders** – Allows the user to select from 4 modes of folder synchronization depending on their e-mail usage and workstyle. It also allows the user to share folders by granting specific access rights to individual users. Connector folder permissions are synonymous with IMAP ACL's.
4. **Synchronize** – When pressed, this button synchronizes the selected folder in the Outlook PST file (local message store) with the corresponding folder on the IMAP server.
5. **About** – Provides Connector version and company information.

**With *SCOoffice Server* and the *SCOoffice Mail Connector* combine to allow users to collaborate seamlessly. The following are some examples of collaboration:**

- Shared public and private folders
- Shared special folders – Contacts, Journals, Notes, Tasks, etc.
- Fine grained user access controls
- Shared Calendars
- Delegate calendar administration
- Scheduling of resources
- Private Discussion Groups

### **5.2.2. *SCOoffice* Address Book for Microsoft Outlook**

The *SCOoffice* Mail Connector includes an Outlook extension called the *SCOoffice* Address Book. This feature provides seamless integration of Outlook with LDAP Address Books such as the one provided with *SCOoffice Server*. LDAP users are presented via an address list display which allows the user to scroll through address book contents without having to perform a search. Further, it provides increased address book search performance, customizable sorting, and customizable address list search criteria based on LDAP attributes. The result is usability superior to native Outlook LDAP address books.

Like the *SCOoffice* Mail Connector Connector, the Address Book is compatible with versions of Microsoft Outlook from 2000 to 2003. Since the Address Book is a MAPI service provider,

Outlook 2000 is required to be configured in Corporate Workgroup mode so that the necessary services of Outlook will be installed and enabled. Outlook 2002 (XP) and Outlook 2003 have no concept of the Corporate Workgroup mode and provide the necessary services by default.

## 6. Unsolicited Commercial E-mail (SPAM) Reduction

A big issue for many users of e-mail systems is the problem of Unsolicited Commercial E-mail (SPAM). According to Gartner, 60-70% of incoming e-mail is SPAM. SPAM drains resources and is a major transmitter of worms, viruses, and other threats. SCOoffice Server provides several mechanisms to help reduce SPAM content.

### 6.1. Postfix UCE Controls

SCOoffice Server can reject common forms of SPAM at the SMTP level, before they are written to the server disk. This is accomplished by using the Postfix UCE Controls. With these features, administrators can specifically allow or deny e-mail from specified sites, block e-mail with improperly formed headers or unverified addresses, and block email with certain words or phrases in the message headers or body.

Administrators can use the SCOoffice Server Postfix UCE Controls can also to block known SPAM sites referenced by a Realtime Blackhole List (RBL) service such as the one provided by MAPS RBL (<http://mail-abuse.org>). These services maintain lists of sites known to be sources of SPAM.

### 6.2. SpamAssassin

SCOoffice Server includes [SpamAssassin](http://www.spamassassin.org/)<sup>™</sup> (<http://www.spamassassin.org/>). SpamAssassin is a mail filter to identify spam. It uses a wide range of heuristic tests and it's rule base to examine mail headers and body text to identify SPAM.

Default SPAM identification techniques used by default on SCOoffice Server with SpamAssassin include:

**header analysis:** spammers use a number of tricks to mask their identities, fool you into thinking they've sent a valid mail, or fool you into thinking you must have subscribed to a newsletter, list, etc...

**text analysis:** spam e-mail often has a characteristic style (to put it politely), and some characteristic disclaimers and CYA text.

**Razor:** [Vipul's Razor](#) is a collaborative spam-tracking database, which works by taking a signature of spam messages. Since spam typically operates by sending an identical message to hundreds of people, Razor short-circuits this by allowing the first person to receive a spam to add it to the database -- at which point everyone else will automatically block it.

Once identified, the mail is then optionally tagged as spam for later filtering using the user's own mail server filter rules or client e-mail settings.

## **7. Partner Products**

### **7.1. Anti-Virus**

The SCOoffice Server 4.1 includes the open source Clam Antivirus engine. It also is ready to support anti-virus products from Sophos (<http://www.sophos.com>) and McAfee VirusScan™ for UNIX (<http://www.nai.com>) with only minor configuration required to change pre-configured settings. Other third-party products may require additional configuration.

### **7.2. Backup Products**

The SCOoffice Server 4.1 supports a wide range of backup software solutions including:

- BakBone NetVault (<http://www.bakbone.com>)
- Lone Star Lone-Tar; (<http://www.lonetar.com>)
- Microlite BackupEDGE (<http://www.microlite.com>)

These products offer many competitive features. SCO recommends that you examine them closely to determine which solution is the right one for your application.

### **7.3. FAX products**

Faximum Software's Faximum Messaging Server is specifically designed to integrate with the SCOoffice Server. For additional details on this product see the Faximum website at: <http://www.faximum.com/fms>

Esker's VSI-Fax product is another fax product that is compatible with the SCOoffice Server. Information of VSI fax can be found at: <http://www.esker.com>

### **7.4. Systems Management**

Olympus TuneUp is "The Premier Remote Support & Automatic Performance Optimizing Tool for the SCO UNIX Market". Use TuneUp to monitor SCOoffice Server activity, diagnose performance and system stability problems, and correctly tune SCO OpenServer for SCOoffice Server. Take total control with TuneUp.

### **7.5. Trust Services**

SCOoffice Server 4.1 has been tested with SSL Webserver certificates issued by Thawte (<http://www.thawte.com>). Certificates that are compatible with the Apache Web server will generally function with Server 4.1.

## 7.6. *Telephony Products*

FacetPhone is an exciting state-of-the-art phone system that works with SCOoffice Server to put your telephone user interface right where it belongs...on your desktop computer!

FacetPhone comes with all the features you expect in a phone system, as well as important capabilities that normally do not come as part of a PBX system. FacetPhone includes features such as voice mail, auto-attendant, conferencing, automatic call distribution, callerID support, and call detail recording. In addition, FacetPhone provides visual voice mail management, enterprise instant messaging, computer telephony integration with UNIX or Windows applications, presence and availability management, roaming extensions, and branch office and telecommuter support for toll bypass and true remote employee integration.

## 8. System Requirements

### Supported Operating Platforms:

- SCO OpenServer 5.0.7

**RAM:** Minimum 512MB system + 1MB per connected user

**Disk Space:** Minimum 2GB system + appropriate mailbox allocation per user (in addition to platform requirements)

**Networking:** TCP/IP Networking with DNS name resolution configured