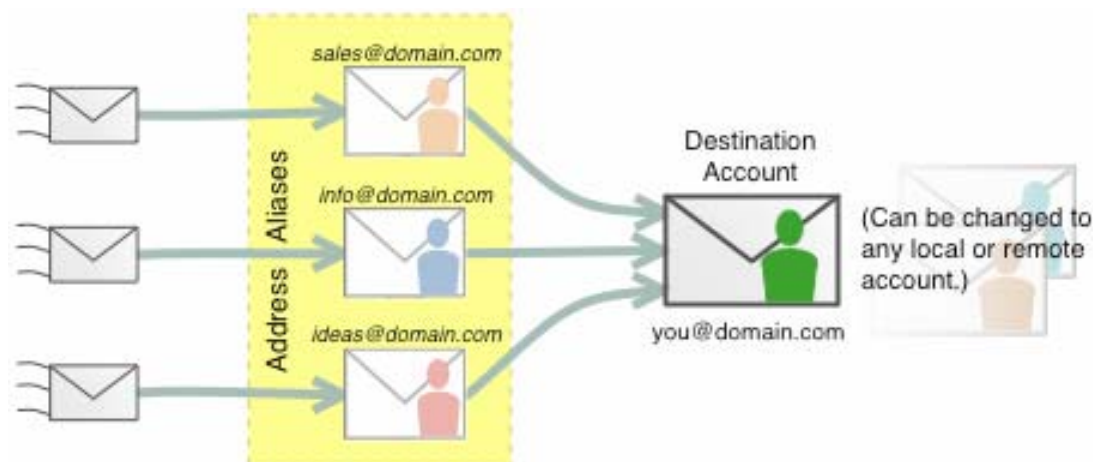


Address Aliases in MDAemon

In an enterprise with changing personnel and job requirements, how do you make sure your email messages from customers and vendors go to the correct person?

In a mid-sized to small organization, a job change is probably not a major problem, internally. Even if he has a new job, John, for example, most likely still receives messages at john@yourdomain.net. Everyone internally knows him or knows who he is. At the very least, you can find out what he and any other people are currently doing after a job reorganization.

But, think about John's changing job functions from the viewpoint of a customer or vendor. Today, John may be the office manager. In two months he may have moved to overseeing company real estate. Or suppose he has multiple functions, such as supervising product development, choosing beta testers and coordinating customer support? Also, if John leaves the organization, what happens to external email messages related to the jobs he used to perform?



Effectively Redirecting Email Through Address Aliases

Consistent Email Contacts through Aliases

When you have new personnel or they change responsibilities within your organization, how do your customers or vendors keep up with the correct email contacts?

Considerations such as these are important if you use email as one of your basic communications methods.

With MDAemon, one part of the solution lies in the consistency of address aliases. In a changing environment, using alias names for function-related email accounts can help route incoming messages to their most current—and therefore most effective—destinations.

Alternative Destinations for Addresses

An address alias is an “also known as” email address. It redirects incoming messages to what is usually—but not always—a personal email account. For example,

joyce@yourdomain.com may receive email sent to her address, plus messages sent to the billing@yourdomain.com, info@ourdomain.com and info@ourproducts.net address aliases.

Address aliases are not actual email accounts. Some people think of aliases as nicknames for an email account. In the example, any messages coming to any of the aliases get redirected to joyce@yourdomain.com. In this way, Joyce receives all of her email in one account.

Also, because Joyce can see the alias addresses in the TO lines of any incoming messages, she can easily keep her email organized by functional area. In fact, she can set up most email clients, including MDAemon's webmail World Client, to automatically arrange incoming messages according to the content of the TO line.

The destination email account of an address alias is easily altered. When Joyce is no longer responsible for bill-

ing, for example, you can change the `billing@yourdomain.com` alias to redirect incoming messages to `whoever@wherever.net`. This means there is no change in the email address for those contacting billing. The mail just goes to a different person.

When you create and maintain address aliases for the email of important business functions, incoming messages always end up at the correct destination. For maintained address aliases, this happens even when people change jobs.

MDaemon Address Alias Basics

In MDaemon, each address alias can redirect messages to one email account. The destination account can be anywhere—from the same domain as the alias to a remote domain on another server. For example, the `support@domain.co.uk` alias could redirect email messages to `arron@domain.co.uk` on the same server or to `darrell@support.co.nz` in a different part of the world.

The ability of address aliases to redirect messages to remote domains is optional and can be enabled or disabled.

An email address can be the destination of more than one address alias.

Address aliases can also redirect messages to mailing lists.

MDaemon's Reserved Address Aliases

MDaemon reserves some address aliases for internal use. Each domain—primary or secondary—is created with these aliases for handling mailing list communications: `listserv`, `listserver` and `list-serv`.

Also, for best security and to comply with industry-wide practices, every domain must have both abuse and postmaster aliases. These aliases normally redirect messages to an email account with administrator access to the local server.

Finally, the MDaemon alias is reserved for system activities, such as mailing notifications from the server to account holders. You can change the name of this alias.

Address Alias Names and Wildcards

Normally, an address alias looks just the same as a regular and complete email address, such as `darcey@domain.net`. To provide flexibility and make some changes easier, you can also use the wildcards `?` and `*` in an alias. The `?` represents one character and the `*` is for one or more characters. The wildcards can go to the left or right of the `@`. Examples:

`?il?@domain.com` redirects messages sent to `bill@domain.com` or `gila@domain.com`.

`*il*@domain.com` redirects messages sent to `lion@domain.com` or `gorillas@domain.com`.

From a more practical point of view, the aliases `postmaster@*` and `abuse@*` redirect emails sent to the postmaster and abuse addresses of any domain on a server.

Fighting Spam with Address Aliases

Using address aliases as a contra to spam is a rather peripheral application, but is becoming more common.

If you use the Internet for business, you often need to supply an email address to sign up for various web sites, newsletters and mailing lists. The frequent result of this is spam.

Spam can also increase if you supply a contact email address on a personal web site.

Address aliases can help control this by supplying alternative addresses that still get email through to your account.

If you start to receive spam on an alias address, delete the address and replace it with a new one.

This works, because one key to beating spam is to deny spammers access to real email addresses.

Conclusion

Aliases work at keeping communication going during and after changes in personnel and jobs. They help provide consistent contacts for customers and vendors, even when personnel change. They are an integrated part of MDaemon, making them easy to create and maintain.

Address Aliases in MDAemon Features Digest

Alias Set Up

- Define address aliases.
- Associate aliases with actual addresses.
- Optionally use ? and * wildcards.

Alias Processing Options

- Redirect messages to remote domains.
- Ignore an alias if it is the same as a local account name.
- Redirect messages to mailing lists. (Address alias cannot use wildcards.)
- Mail from postmaster alias requires authenticated session.
- IP shielding honors aliases, that is it checks the designation email addresses.

- Copy aliases into LDAP address book, if LDAP is enabled.
- Use recursive aliasing. (This permits flexibility in configuring aliases for specialized uses.)
- Directly edit alias data file.

Account Management

- Alias access through account editing interface.
- Add, change and delete account-specific aliases.



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