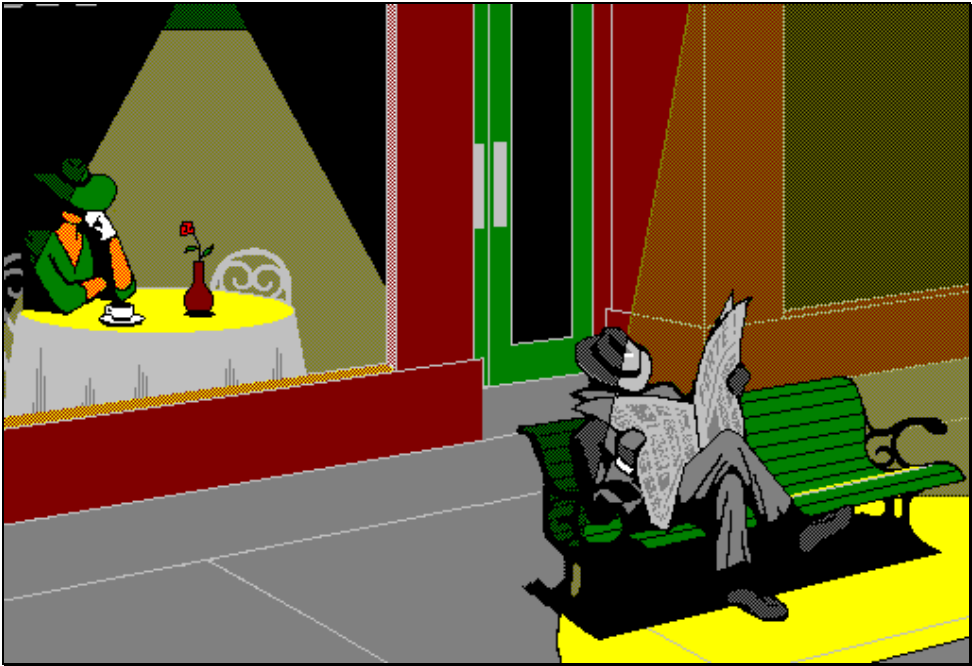


AGENT

News & Mail Reader



User's Guide

Version 1.5

FORTE 

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Contents

CHAPTER 1 WELCOME TO AGENT!	1
AGENT FEATURES.....	2
ABOUT EMAIL AND NEWSGROUPS	4
Email.....	4
Newsgroups.....	4
HOW TO GET HELP	6
ABOUT THIS USER GUIDE	7
Conventions	7
Organization.....	8
CHAPTER 2 GETTING STARTED.....	11
INSTALLING AGENT.....	11
PC Requirements.....	12
16-Bit Agent Requirements.....	12
32-Bit Agent Requirements.....	12
Installation Methods.....	12
REGISTERING AGENT.....	13
RETRIEVING A COMPLETE LIST OF GROUPS.....	16
AGENT'S THREE PANE LAYOUT	18
YOUR FIRST SESSION WITH AGENT	19
Find Groups that Interest You.....	19
Sample Message Headers from a Group.....	20
Retrieve and Read Message Bodies.....	21
Subscribe to Groups that Interest You	22
RETRIEVING EMAIL FOR THE FIRST TIME	23
CHAPTER 3 AGENT FUNDAMENTALS	27
AGENT'S USER INTERFACE	27
Three Pane Main Browser Window.....	27
Icons and Indicators	30
Other Agent Windows.....	32
NAVIGATING IN AGENT	33
Moving Between Panes.....	33
Moving Between Messages	34

Table of Contents

Navigating and Retrieving Usenet Messages at the Same Time	36
Single Key Navigation	37
Expanding and Collapsing Threads.....	37
GROUP PROPERTIES	39
Setting Default Properties for All Groups	39
Setting Properties for Selected Groups.....	40
MULTI-TASKING.....	41
WORKING ONLINE VS. OFFLINE.....	41
Online Mode	42
Offline Mode.....	44
Configuring for Online/Offline Behavior	46
Setting Up Your Connection.....	48
CHAPTER 4 ALL ABOUT MESSAGES.....	53
ORGANIZING MESSAGES	53
Filing Messages in Folders	53
Saving Messages to File.....	56
RETRIEVING NEWS MESSAGES	58
Retrieving Message Headers in Newsgroups	58
Retrieving Message Bodies	59
Catching Up in Groups.....	60
Watching Threads	60
Ignoring Threads.....	60
Managing Crosspostings.....	61
RETRIEVING EMAIL MESSAGES.....	63
Checking for Mail.....	63
When New Email Arrives.....	66
Filing Inbound Email Automatically.....	67
MESSAGE FILTERS	67
Creating a Message Filter	67
The Add Filter Dialog Box.....	69
Managing Your List of Filters	74
Agent's Expression Language.....	75
Usenet Filter Examples.....	79
Regular Expressions.....	81
Example: How To Filter Out Unwanted Email	84
More Filter Examples.....	86
A Final Example: How To Optimize Agent For Use At Two Sites	88
VIEWING MESSAGES.....	88
Sorting Messages	89
Changing the Way Threads Display.....	89
Creating and Using Views In The Message List Pane.....	91
Changing How Message Bodies Display	96

ROT13 Text	97
FINDING MESSAGES	97
Find / Find Next.....	98
Global Search	98
Tips for Global Searching.....	102
KEEPING MESSAGES	103
Purging Strategies.....	103
Preventing Agent from Purging Messages.....	106
Manually Deleting Messages	107
Compacting Databases	107
PRINTING MESSAGES	109
CHAPTER 5 COMPOSING AND SENDING MESSAGES	111
OVERVIEW	111
Types of Messages You Can Send.....	112
FIELDS.....	115
SIGNATURES.....	117
ADDRESS BOOK.....	119
Using the Address menu.....	120
Creating Mailing Lists.....	122
Finding an Address.....	123
Selecting an Address.....	124
Address Validation.....	126
Address Expansion.....	127
Importing Addresses.....	127
ATTACHMENTS.....	128
MORE ABOUT TEXT.....	128
Composition Options	129
Pasting Text as Quoted	131
Spell Checking	132
MORE ABOUT SENDING	133
Setting Format Preferences for Sending.....	133
Checking a Message's Status	136
Re-sending Messages	138
Canceling Usenet Messages.....	138
Using MAPI	139
CHAPTER 6 USING ATTACHMENTS.....	149
SOME BASIC CONCEPTS	149
Encoding and Decoding.....	150
Multipart Attachments.....	150
MIME Types	151

Table of Contents

Launching an Attachment	151
Saving an Attachment	152
Message Sections.....	152
Message Index	152
RETRIEVING MESSAGES WITH ATTACHMENTS	153
Basic Retrieval Process	154
Retrieving Multipart Attachments	155
Viewing an Attachment as Text.....	156
SAVING ATTACHMENTS	156
Saving attachments automatically	156
Saving attachments manually	157
SENDING AN ATTACHMENT	157
MESSAGE DIGESTS.....	159
Sending a Digest	159
Receiving and Bursting a Digest	160
EXAMPLE: A WAY TO VIEW ATTACHMENTS	160
CHAPTER 7 AGENT AND OTHER APPLICATIONS.....	165
URLS IN AGENT	165
What is a URL?	165
Displaying URLs	166
Launching a URL.....	168
Making Agent Your Default News/Email Program	171
Using Shortcuts and Internet Explorer's Favorites List	171
What if you use multiple copies of Agent?	172
USING A NEWSRC FILE.....	173
Exporting a Newsrc File.....	173
Importing a Newsrc File	174
Automatic Import and Export of Newsrc Files	175
CHAPTER 8 CUSTOMIZING AGENT.....	177
TOOLBARS.....	177
FOLDERS MENU	179
WINDOW DISPLAY	180
Changing the Layout of the Panes	180
Changing the Appearance and Behavior of Agent's Windows	181
MESSAGE DISPLAY	182
Changing the Appearance of Messages.....	182
Customizing Agent for Different Languages.....	186
Word Wrapping	188
Showing or Hiding Details in Messages.....	189
AGENT.INI.....	190

INDEX 195

Welcome to Agent!





Congratulations for choosing Agent, your Internet personal communications tool. With Agent, you get the best of two worlds in one neat package: an efficient email program *and* an online/offline newsreader. With these two functions fully integrated in one package, you'll never need to switch between different programs when you want to check your email or read news discussions on the Usenet.

Agent provides you with more functionality than you ever dreamed possible. For example, you can:

- Fight email and Usenet "spam" with kill and watch filters
- Organize all your news and email messages in folders
- Send and receive file attachments in a variety of formats
- Customize anything, from the toolbars to the window layout

Best of all, Agent is easy to use. You don't have to be a "*techie*", so relax! Have fun.

In Chapter 1, you'll learn about the following:

-  Agent Features
-  About Email and Newsgroups
-  How to Get Help
-  About This User Guide

Agent Features

- **Painless Installation and Setup** - Installing Agent is a breeze. Agent's installation wizard guides you through the setup process in just a few minutes. It couldn't be easier.
- **Support for Windows 95 and Windows NT** - 32-bit Agent supports long file names, as well as dial-up networking (Windows 95) and Remote Access Services (Windows NT).
- **Full Email Functionality** - You can send and receive email messages, and you can create an address book for your most frequently used email addresses. You can even tell Agent to use a MAPI system to send mail, if you like.
- **Support for MIME** - Agent supports the widely accepted message transferal protocol called MIME, allowing you the greatest flexibility in sending messages and attachments.
- **File attachments** - With Agent, you can send and receive a wide variety of attachment types in email and Usenet messages. Agent will automatically join large multi-part attachments to reduce clutter.
- **Online/Offline Capability** - Being able to work online or offline allows you to balance economic considerations versus the desire for convenience. If economy is a prime consideration, using the offline mode minimizes your online time by connecting to the server only long enough to retrieve new headers. You can then read the messages offline, at your leisure. If convenience is more important, the online mode retains Agent's server connection, so that you never have to wait to reestablish the connection during an Agent session.
- **Easy Browsing** - Agent makes it easy to quickly sample a newsgroup. For example, to find out what **alt.usenet.kooks** is about, you can sample the group's most recent messages, then either subscribe to that group to get more messages, or leave it behind and move on to other groups.
- **Configurable Multi-Pane Windows** - Agent's window environment is divided into three panes: Groups, Message List, and Message. You may configure these panes to suit your own preferences.
- **Threading and Navigation** - Agent uses multi-level threading, indenting responses to messages under the initial message, so you can follow a

discussion without searching for the responses. Agent provides a number of shortcuts for navigating efficiently through all your messages.

- **Ignore and Watch Commands** - Usenet receives so many messages that it can be a major task to find the ones that interest you. To minimize the clutter, Agent has *Ignore* and *Watch* options, which allow you to skip or retrieve messages in specified threads.
- **Usenet Filters** - To further reduce the clutter in newsgroups, Agent supports Usenet filters (also known as Kill and Watch lists). You may kill or watch messages with a specified subject, author, or message length.
- **Crosspost Management** - Agent allows you to filter out messages that have been posted to multiple newsgroups, so that you don't end up reading the same message more than once.
- **Folders** - Organize information your way. Create folders for any topic you want, then simply drag selected messages with the mouse and drop them into the desired folder. Also, inbound email can be automatically filed into specified folders.
- **Sorting** - Agent makes it easy to quickly find specific messages by allowing you to sort messages in groups and folders.
- **Launching URLs** - All URLs in messages (i.e., web addresses and email addresses) appear as interactive links that can be launched by simply double-clicking them.
- **Purging and Compacting Databases** - Agent allows you to manage your disk space by designing a purging strategy (e.g., keeping messages only for as long as they're available on your server). After purging, you can compact your database to reclaim previously used disk space.
- **Spell Checker** - Whenever you compose a message, you can check for spelling errors using Agent's built-in spell checker. You can choose from a number of language-specific dictionaries.
- **Customizable Toolbars** - By choosing from over 150 toolbar commands, you can customize Agent's toolbars so they contain the functions you use most.
- **Languages** - Agent supports a variety of character sets for different languages, including some with special accented characters like French, or with a unique set of characters like Russian. These character sets allow you to view the messages correctly for the given language.

About Email and Newsgroups

Agent is an integrated email program and newsreader. If you're unfamiliar about these functions, here's a brief explanation.

Email

The word "email" is the common techno-term for electronic mail. Email, in the past few years, has become an integral communication tool that rivals the telephone in many workplaces and homes. Companies with computer networks often use some sort of email program that allows employees to communicate ideas and discuss topics with one or more coworkers. At home, people are beginning to access the Internet in greater numbers and to use email to communicate with friends and loved ones.

Agent has made sending and receiving email a snap. You can compose and send email to individuals, or to lists of people. When receiving email, you can tell Agent to automatically file messages from certain people or about certain subjects in designated folders. You can even create an Address Book in which to keep your most frequently used email addresses.

Email addresses all share a common structure: the user ID component, the "@" character and the server "domain" (e.g., .com for commercial firms, or .edu for educational institutions). Here are two examples: **jdoe@acmeinc.com** (an address at a company) and **msmith@csu.edu** (an address at a university).

Newsgroups

Newsgroups are electronic forums covering a wide spectrum of subjects. In these forums, people can share ideas and information. You can read what other people think about a particular topic and you can join right in the discussion yourself, if you wish.

If you've never seen a list of newsgroups before, you may very well be overwhelmed as you begin perusing the names in the groups list. Many of the newsgroups are not named with any thought to clarity. The cryptic abbreviations and acronyms used are bound to puzzle the novice.

For example, can you tell what **abg.uucp.waffle**, **fidonet.openbeta**, **linux.act.hams**, or **sfnet.csc.tiedotukset** are about? You're not alone if this looks like gibberish to you. However, the Usenet uses specific naming conventions to help make things a bit more clear. The following table describes some of the more common Usenet naming conventions.

Naming Convention	Topic Area
comp	Computer-related subjects, such as the group comp.infosystems .
misc	Miscellaneous topics -- jobs, items for sale, anything that doesn't conveniently fit into another group, such as the group misc.invest.canada .
news	Information about newsgroups themselves, including information about finding and using newsgroups, such as news.groups.reviews .
rec	Recreational topics -- hobbies, sports, movies, and the arts, such as the group rec.humor .
sci	Scientific topics -- discussions about a vast variety of scientific research, such as the group sci.space.shuttle .
soc	A wide range of social issues, such as discussions about different types of societies and subcultures, as well as sociopolitical subjects, such as the group soc.culture.berber .
talk	Debate about politics, religion, and anything else that's controversial, such as the group talk.politics.china .
alt	Alternative subjects, ranging from the serious (computers and psychology) to the bizarre and unconventional (occult and alternative lifestyles).

Here's just a sample of what you will find in the world of newsgroups:

Group Name	Topic Area
alt.comedy.british	Discussions on British comedy, from Monty Python to the Black Adder.
nashville.general	Anything and everything about Nashville, from music to blooming dogwood trees.
soc.culture.esperanto	Communicate in this once future world language with other aficionados.

How to Get Help

If you have questions about Agent and you can't find the answer in this manual, you have many other options for getting your questions answered. This section describes each of the following options and exactly how to access them:

- Online Help
- Internet Service Provider
- World Wide Web
- Newsgroups
- Support Question

Online Help - Agent provides extensive Online Help, which provides information on all aspects of Agent operation. So, if you can't find something, here's what to do.

To access Agent's Online Help:

- **For a particular topic** - Select *Help* from Agent's menu bar to open the Help Contents page. From the Contents page, you may access help topics either by selecting *How to* or *Search for Help on*.
- **For a dialog box** - If you are viewing a dialog box and need help understanding what to do, press the *Help* button on the dialog box and specific help for that dialog will be displayed.

To access the Release Notes:

From the Help menu in Agent, select *Release Notes*. You will see a listing of the most recent enhancements and changes that have been made to Agent.

Internet Service Provider - If you have any difficulties accessing the Internet, please contact your Internet service provider (ISP).

World Wide Web - For information about the latest Agent release and answers to the most frequently asked questions, refer to Forté's Web site at <http://www.forteinc.com>.

Newsgroups - Ask and answer Agent questions with fellow Agent users in these newsgroups:

- **alt.usenet.offline-reader.forte-agent**
- **comp.os.ms-windows.apps.winsock.news**


While these newsgroups are not "official" Agent support platforms, Forté personnel monitor these groups and frequently answer questions and give advice.

Support Question - You can quickly contact Agent's Support team with questions, by selecting "Support Question" from the Post menu. On the pre-addressed Composition window that displays, just type your question and send it to us. We're eager to help. Make sure you have the correct return address when you send a question. Otherwise we won't be able to send you an answer.

About This User Guide

To better follow the contents of this User Guide, you'll want to note the following conventions used to clarify different types of information. This section also describes the various chapters that make up this User Guide, allowing you to see at a glance how this guide is organized.

Conventions

<code>courier type</code>	for words or characters you type. Typed entries are always shown in lowercase letters, unless they must be typed in uppercase to work properly.
"Quotes"	for new terms and single keyboard characters.
Bold Type	for newsgroup names and URL addresses.
<i>Italic Type</i>	for fields on dialog boxes, toolbar icons, and buttons.
<i>Menu→Dialog→Tab</i>	for the sequence of mouse clicks necessary to display a dialog box
	for tips, reminders, or cautions.

In addition to the above conventions, you'll also see alternative ways for invoking Agent's menu options, such as the example below:

- Toolbar button:** 
- Menu option:** *Message*→*Watch Thread*
- Keyboard shortcut:** W

Note: The browsers and dialog boxes shown in this User's Guide are from the Windows 95 version of Agent, unless noted.

Organization

Chapter 1, Welcome to Agent, presents a brief overview of Agent's many features, discusses the guide and tells you how to get help when you have questions about Agent.

Chapter 2, Getting Started, steps you through the installation of Agent. During this initial session, you will retrieve all available newsgroups from your service provider, sample message headers from groups, and subscribe to those groups that interest you. This chapter also describes checking for email for the first time.

Chapter 3, Agent Fundamentals, introduces you to several key concepts about the way Agent is designed to work, how information is displayed in Agent's three-pane window environment, how to navigate efficiently through these panes, how you can define specific properties for newsgroups, and how to work in online or offline mode.

Chapter 4, All About Messages, shows you how to organize messages in folders, how to retrieve and view only the messages you want to track, and how to "purge" (or remove) messages after a certain period of time.

Chapter 5, Composing and Sending Messages, includes information on how to compose a message, how to create a signature, how to include attachments, how to specify preferences for composing and sending messages, and how to tell Agent to use MAPI to send messages.

Chapter 6, Using Attachments, describes how to attach files (e.g., GIF image files) to messages you compose. You'll also see how easy it is to view or save attachments in messages that you receive.






Chapter 7, Agent and Other Applications, describes how to launch URLs from Agent in your web browser, how to make Agent your web browser's primary newsgroup and mail service, and how to import and export newsrc files.

Chapter 8, Customizing Agent, describes how to customize Agent's toolbars, Folders menu, window layout, and the appearance of message headers and the text in message bodies.

Getting Started

This chapter helps you to get up and running with Agent. You will install Agent, retrieve the list of all the available newsgroups, subscribe to groups that interest you, retrieve message headers, and check for email. Installing Agent is effortless with Agent's Installation Wizard. In minutes, you'll be retrieving thousands of newsgroups and can begin to be a fully active participant in news discussions and Internet communications.

Here's how the chapter is organized:

-  Installing Agent
-  Retrieving a Complete List of Groups
-  Agent's Three-pane Layout
-  Your First Session With Agent
-  Retrieving Email for the First Time

Installing Agent

There are two versions of Agent available: 16-bit and 32-bit.

The 16-bit version is commonly used on PCs that are running Windows 3.1 or greater as the operating environment.

The 32-bit version is designed to run on newer, more powerful PCs that use a Windows 95 or Windows NT operating environment. (Agent will not run using Win32S with Windows 3.1.) Agent's 32-bit version supports:

- Multitasking, allowing you to do several tasks at the same time.
- Long file names (more than eight characters).
- Dial-Up Networking (Windows 95) and Remote Access Services (Windows NT).

PC Requirements

Before you install Agent, you should make sure that your PC meets the following requirements:

- IBM PC or compatible (minimum 386SX processor or higher).
- A minimum of 4 MB RAM (although we recommend 16 MB RAM for Windows 95 users and 8 MB RAM for Windows 3.x users).
- A minimum of 8 MB of free disk space for installation.

16-Bit Agent Requirements

- Windows 3.1 or greater, or Windows NT 3.5 or greater.
- A TCP/IP driver that supports Winsock 1.1 applications.
- Access to an NNTP news server.
- Access to an SMTP mail server for sending email.
- Access to a POP or SMTP mail server for receiving email.

32-Bit Agent Requirements

- Windows 95 or Windows NT 3.5 or greater.
- 32-bit TCP/IP protocol support with a 32-bit Winsock.
- Access to an NNTP news server.
- Access to an SMTP mail server for posting email.
- Access to a POP or SMTP mail server for receiving email.

Installation Methods

You can install Agent in one of two ways:

- electronically by downloading the program from the Internet
- by purchasing a shrink-wrapped version, where the program is on diskettes or a CD ROM.

To install Agent electronically:

1. If you don't already have a copy of Agent, you need to download Agent's installation EXE file into any directory. You can access the EXE file from Forté's web site at <http://www.forteinc.com/store/getagent.htm>.
2. Run the EXE file to activate the installation "wizard".

In Windows 95 - select *Run* from the Start menu, enter the path of the EXE file in the *Open* entry box, and press OK.

Windows 3.x - select *Run* from the File menu, enter the path of the EXE file in the *Command Line* entry box, and press OK.

The installation wizard that appears will guide you through the setup process. Simply follow the clearly documented instructions on the screen. At any time, you can cancel the process or backtrack through previous screens to change any of your entries or selected options.

To install Agent using a shrink-wrapped copy:

1. Insert the CD ROM or diskettes containing the program in the appropriate drive (typically d: drive for CD ROMs and a: drive for diskettes).
2. Run the SETUP.EXE file to activate the installation "wizard".

In Windows 95 - select *Run* from the Start menu, enter the path of the SETUP.EXE file (e.g., d:\setup.exe) in the *Open* field, and press OK.

Windows 3.x - select *Run* from the File menu, enter the path of the SETUP.EXE file (e.g., a:\setup.exe) in the *Command Line* entry box, and press OK.

The installation wizard that appears will guide you through the setup process. Simply follow the instructions on the screen. At any time, you can cancel the process or navigate back through the series of screens to change any of your previous entries or selected options.

Registering Agent

Before you can use Agent, you must initialize the program by entering a unique registration number and the names of your mail and news servers. Additionally, if your news server requires a user name or password to log in or if you're using either a Dial-Up Networking (DUN) or Remote Access Services (RAS) dialer, you must configure Agent for these features as well.

To register Agent:

1. Run Agent.

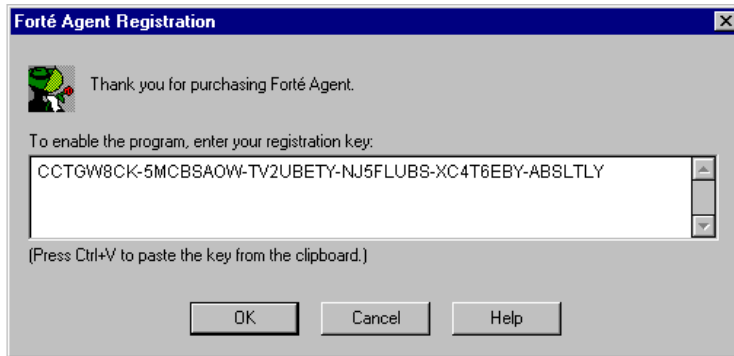
Windows 95 - Click the Start button, select Programs, then select the Agent flyout menu and click the *Agent* icon.

Windows 3.x - In Program Manager, open the Agent program group and double-click the *Agent* icon.

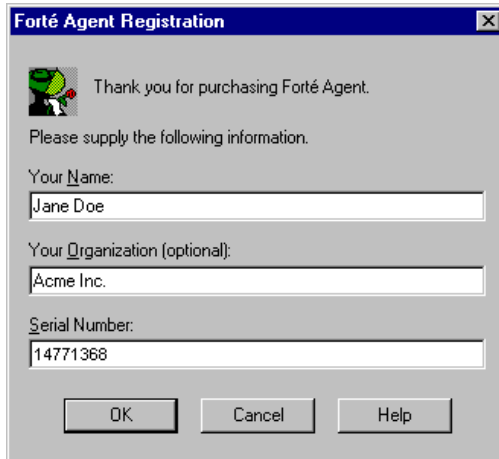
2. Read the Licensing Agreement (in downloaded versions only). Click the Agree button to proceed.

3. Register your copy of Agent. You are required register your software before you can operate Agent.


For electronically downloaded copies of Agent, copy the registration key sent to you via email after purchasing Agent and paste it into Agent's registration dialog box (see the example below). Then press OK.



For shrink-wrapped copies of Agent, enter your name, the name of your organization (optional), and the serial number (found on the shrink-wrapped package), shown as follows. Then press OK.



Forté Agent Registration

 Thank you for purchasing Forté Agent.

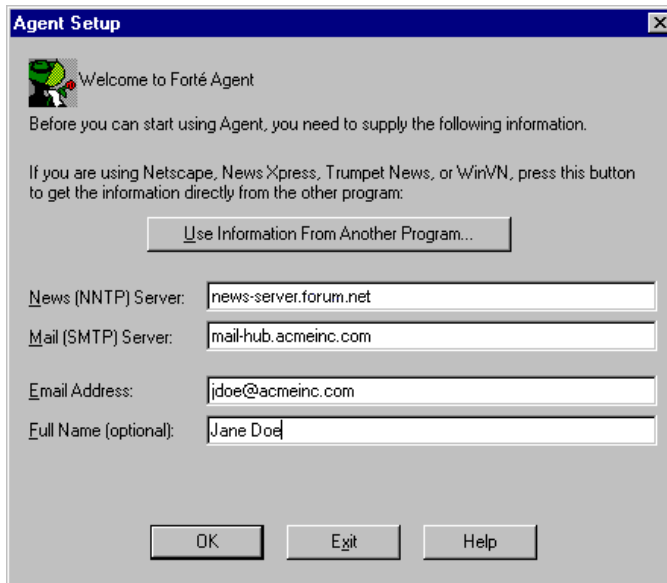
Please supply the following information.

Your Name:


Your Organization (optional):

Serial Number:

After registering your copy of Agent, the Agent Setup dialog box appears.



Agent Setup

 Welcome to Forté Agent

Before you can start using Agent, you need to supply the following information.

If you are using Netscape, News Xpress, Trumpet News, or WinVN, press this button to get the information directly from the other program:

News (NNTP) Server:

Mail (SMTP) Server:

Email Address:

Full Name (optional):

Note: If you've installed a new version over an existing version, the Agent Setup dialog box will not appear. When upgrading from Free Agent, you're automatically upgraded, your current setup information is preserved, and the dialog box does not appear.

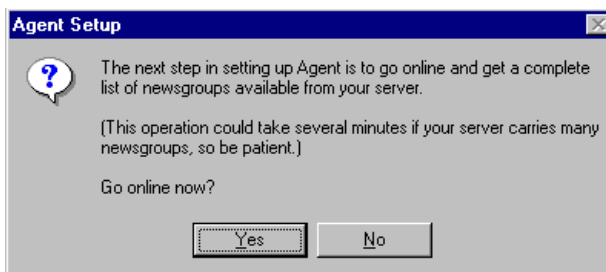
If you've already been using another Internet software program, simply press *Use Information From Another Program* and Agent will automatically fill in the information for you. If you don't use one of the programs listed, or if you encounter problems when getting the information from another program, you'll need to enter the information manually as described below. If you're not sure about any of the details, please contact your Internet service provider for assistance.

1. **News (NNTP) Server** - the name of your news server or its IP address.
2. **Mail (SMTP) Server** - the name of your email server or its IP address.
3. **Email Address** - your full email address
4. **Full Name** - (Optional) your full name. This name will be included with your email address in the messages you send. It's helpful to include your full name if your email address doesn't contain your name. Also, some newsreaders display full names, if available, rather than email addresses.
5. **Time Zone** - (16-bit Agent only) Select the time zone in which you are located. Agent uses the time zone to convert the dates of messages to your own local time.
6. **Automatically adjust for Daylight Saving Time** - (16-bit Agent only. 32-bit Agent gets the time settings from Windows.) Check this box if you live where Daylight Saving Time is observed between April and October. During these months, Agent automatically compensates for the time difference.

To
configure
for
receiving
email,
see p. 23

Retrieving a Complete List of Groups

As soon as you've finished entering the required information on the Agent Setup dialog box and have pressed OK, a confirmation box pops up asking whether you want to go online to retrieve all the available "newsgroups".



- **If you don't require authorization to log into your news server**, press *Yes* and Agent will get a list of all newsgroups available from your service provider. Since there are thousands of groups available on the Internet, this may take several minutes.
- **If your news server requires authorization to log in**, you must supply the appropriate authorization information. Note that most newservers don't require authorization. If you're not sure, please check with your Internet service provider. To set up authorization, press *No* on the above dialog and follow these instructions:

To define news server authorization:



Select *Options*→*User and System Profile*→*User*. On this tab, complete the following settings as instructed below.

The screenshot shows a dialog box titled "News Server Authorization". It contains the following elements:

- A checked checkbox labeled "Server requires authorization login". Below it is a text input field with the text "jdoe" and the label "User Name:".
- A checked checkbox labeled "Remember Password between sessions". Below it is a text input field with asterisks "*****" and the label "Password:".

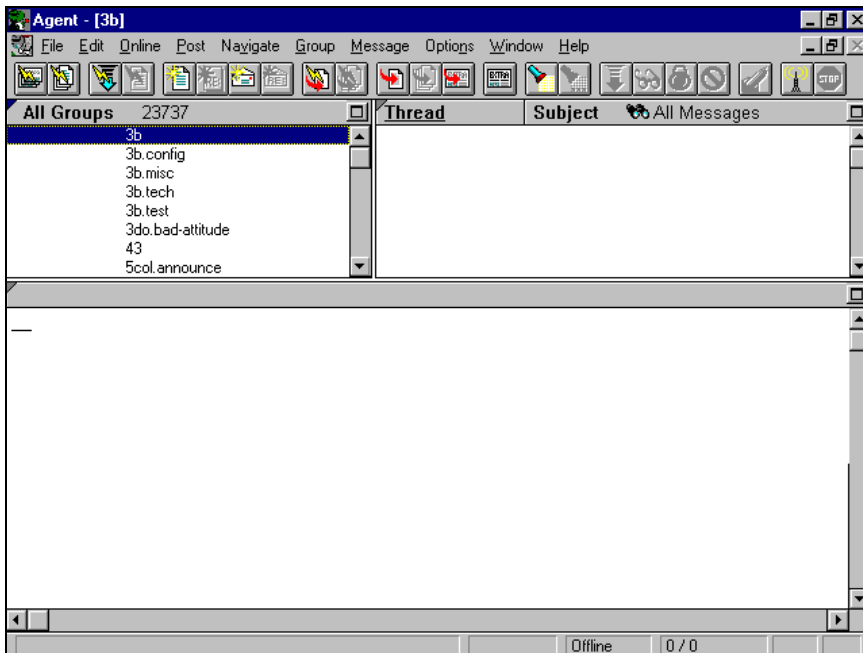
1. **Server requires authorization login** - Check this box if your news server requires a special name and/or password for logging in. When checked, Agent will automatically supply your user name when requested by the news server.
2. **User Name** - Enter the user name required by your news server when logging in.
3. **Remember Password between sessions** - Check this box if your news server requires a special password for logging in and you want Agent to automatically enter the password for you. If you don't check this box, you'll need to enter your password each time you log in to your news server.
4. **Password** - Enter the password required by your news server for logging in. For security, your password appears in asterisks (*).


Now that you've set up news server authorization, select *Online*→*Get New Groups* to get the list of all newsgroups.

At any time, you can cancel the retrieval process by clicking the *Stop Sign* icon  on the toolbar. To get a complete list of groups at a later time, you must select *Online*→*Refresh Groups List*. Agent lists the newsgroup names in the All Groups pane, as shown below. Note: When you first retrieve groups, all groups are marked with the *New Group* icon . The next time you get new groups, this icon will be removed from existing groups, appearing only by the groups most recently retrieved.

Agent's Three Pane Layout

When Agent begins retrieving the complete list of groups for your server, you'll get your first glimpse of Agent's Main Browser window.



By default, this window is divided into three panes . Each pane has a distinct function. The upper left pane shows the list of groups, the upper right pane shows the list of all messages in a selected group, and the bottom pane shows the body, or text, of a highlighted message. You can zoom into any of the three panes simply by clicking the cursor in the desired pane (giving that pane the focus) and hitting the "z" key.

For a full description of all the components of Agent's Main Browser window, see "Agent's User Interface" in the next chapter.

Your First Session With Agent

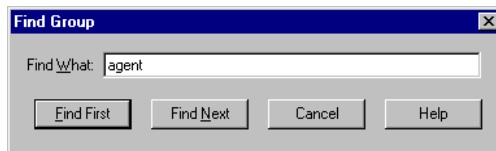
Now that all the groups have been retrieved, you're ready to explore and work with Agent. To help you get started, we've presented some simple steps for you to follow.

Find Groups that Interest You

The first thing you need to do is to survey the long list of groups you've retrieved and find the groups that interest you. You can either scroll through the list and select groups at random, or you can use the Find function to find specific text. When you find a group you want to follow, you can subscribe to it. This allows you to quickly return to that group each time you open Agent.

To use the Find function:

1. Select *Edit*→*Find* (or use the accelerator Ctrl+F) and the Find dialog box will display.



2. Enter the text that is part of the group name that you want to find. For example, to find the group **alt.usenet.offline-reader.forte-agent**, you might enter "agent". Press *Find First* to jump to the first occurrence of that text in the list. If the first occurrence is not the group you want, press *Find Next* (or use the F3 key) to find further occurrences of the text.

Sample Message Headers from a Group

Even though a group's name may sound interesting, it would help to read a few messages in that group to see what the group is really like. Agent allows you to sample messages from that group (rather than retrieving all the group's messages) to get a taste of the type of topics discussed.

To sample a group's message headers:

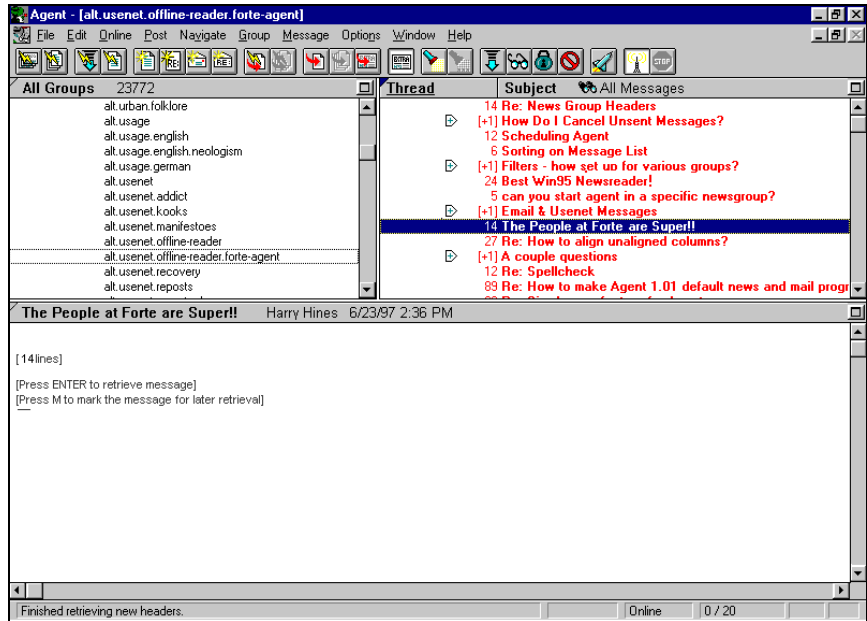
1. Double-click the name of the group in which you're interested. Because it is an "empty" group, Agent will display the View Empty Group dialog box.



The following table describes the three basic functions you can perform using the View Empty Group dialog box.

Choose this option...	...to have Agent do this.
<i>Sample Message Headers / Number to sample</i>	Retrieve the specified number of most recent headers in a group.
<i>Get All Message Headers</i>	Retrieve all of the headers currently available for a group. This can number in the thousands in some groups.
<i>Subscribe to Group</i>	Add this group to the subscription list.

- In this initial session, enter the number of messages you want to sample in the field *Number to sample*. You can leave this field set to the default, which is 50. Press the *Sample Message Headers* button. Agent will retrieve the specified number of most recent headers in selected group and will display the headers in the Message List pane (shown below).



Retrieve and Read Message Bodies

In the Message List pane, scan the sampled message headers (i.e., subjects) and select (highlight) the headers with subjects that interest you.

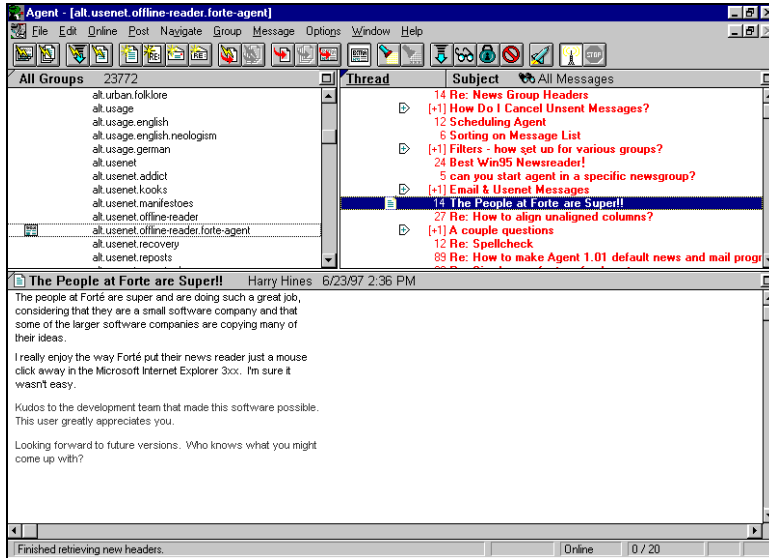
To select multiple headers:

- For successive headers** - Click the first header and drag the mouse down the list of successive headers, or click the first header you want, then hold down the Shift key and select the last message.
- For non-contiguous headers** - Click the first header and then hold the Ctrl button while you click on the other desired headers.

To retrieve selected message bodies:


Select *Online*→*Get Selected Message Bodies* or press Enter. If you only selected one header, you can also double-click it to retrieve the body, which appears in the Message pane for you to read.


When Agent retrieves multiple bodies, it displays the body for the first selected header. To view each successive body, use the option *Navigate*→*Skip to Next Unread Message Body* (or the accelerator "B").



Subscribe to Groups that Interest You

After sampling some messages, if you want to follow the group on a regular basis, you can subscribe to the group. Subscribing does not cost you anything and no one else knows about it. It's all internal to your copy of Agent and is simply a convenient way to organize your groups so you can easily see the groups you use frequently.

To subscribe to the group, either press  on the toolbar, select *Group*→*Subscribe*, or type Ctrl+S.

In subsequent Agent sessions, either press  on the toolbar or select *Online*→*Get New Headers in Subscribed Groups* to retrieve all headers in subscribed groups.

To view only your subscribed groups, click the title bar of the Groups pane until you see *Subscribed Groups*, or select *Group*→*Show Groups and Folders*→*Subscribed Groups and Folders*.

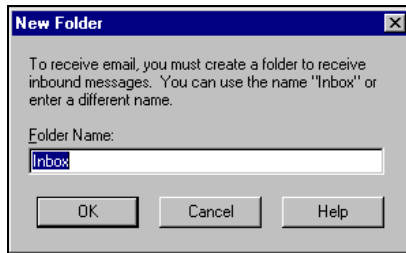
Retrieving Email for the First Time

See the Agent Setup dialog box on page 15.

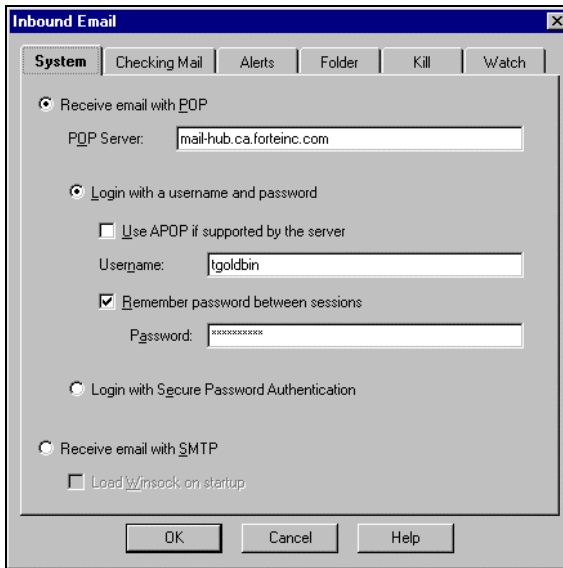
When installing Agent, you entered a profile of the SMTP mail server used for sending email. Now you need to set up Agent to retrieve mail.

To set up Agent to receive email:

Select *Options*→*Inbound Email* to open the New Folder dialog.



The New Folder dialog box tells you that in order for Agent to receive email, you must create an *Inbox* folder. (You can name this something other than "Inbox", if you like.) When you press OK, the *Inbox* (or other name) folder is created and the Inbound Email dialog box displays.



On the System Profile tab, complete the settings for the type of server you are using to receive email. If you're not sure of these settings, check with your ISP.

1. **Receive email with POP** - Select this option if you receive mail with a POP server. Most users receive email using POP.
2. **POP server** - Enter the name of your POP server or its IP address. Often this is the same name as the SMTP server.
3. **Login with a username and password** - Select this option if you require both a username and password to log in to your server.
4. **Use APOP if supported by the server** - Check this box to require Agent to use APOP (Authenticated Post Office Protocol, which may be required by some POP servers) when logging in to the server. Agent will use APOP if the server indicates in its greeting message that it supports APOP. Otherwise, Agent will use the traditional POP login.
5. **Username** - Enter the name used to log in to the mail server in order to receive new messages. E.g., gbrown.
6. **Remember password between sessions** - Check this box and type your password in step 5 to have Agent automatically enter your password when checking for new mail. When this box is left unchecked, Agent prompts you for your password the first time it checks for new mail during each session with Agent.

7. **Password** - Enter your email account's password if you want Agent to automatically log onto your mail server when checking for new mail. Note: For security, your password appears in asterisks (*).
8. **Login with Secure Password Authentication** - This option is available only to 32-bit users. If you are using a 16-bit system, this setting is grayed. Select this option if the Secure Password Authentication protocol (or SPA) is required to log in to the server. Note: When you select this option, SPA will prompt you for credentials. That is why the Username and Password are grayed.
9. **Receive email with SMTP** - Select this option if your incoming email is delivered via SMTP.
1. **Load Winsock on startup** - Check this box if you want to connect to your service provider immediately upon loading Agent. This allows Agent to receive new mail whenever it is running and online, even if you are using another Internet program. When left unchecked, Agent receives email only when it is online doing something else, such as communicating with your news server or sending messages.

For more on this, see p. 47.

To manually check for email:

Once you've entered your *System Profile* information, you can immediately check for email by selecting *Online*→*Check for Email* (or using the keyboard shortcut Ctrl+E). Agent goes online and logs on to your POP server, checking for mail and retrieving any messages in your mailbox.






To have Agent automatically check for email:

Click *Options*→*Inbound Email*→*Checking Mail* and check the first option "*Automatically check for email every...*". Then enter how often you want Agent to check for mail. When this box is checked, Agent will automatically check for mail each time you start Agent, then will check at the specified interval after that.

For more details about this tab, see page 63.

Agent Fundamentals

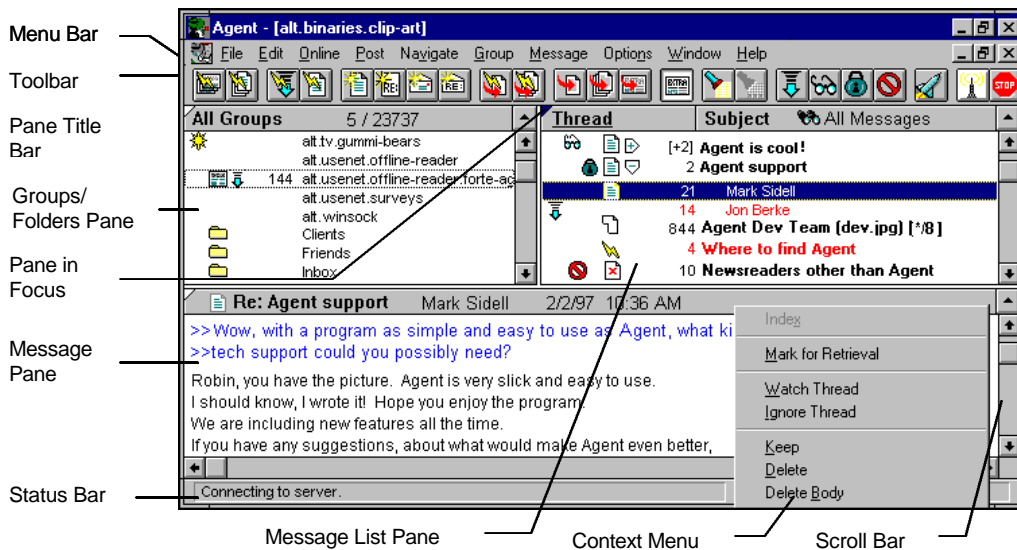
The previous chapter led you step-by-step through the installation process, including retrieval of the complete list of newsgroups available on your news server. Once this has been done, you will most likely never need to do that again. Now you're ready to start using all of the features of Agent. Before you jump in, you should become familiar with some of the key concepts underlying the way Agent works.

-  Agent's User Interface
-  Navigating in Agent
-  Group Properties
-  Multi-Tasking
-  Working Online vs. Offline

Agent's User Interface

Three Pane Main Browser Window

Most of the time, you'll be working in Agent's Main Browser window which, by default, is divided into the three panes (shown as follows). This section describes all of the components of the three-pane window design in detail. You will learn what kind of information is contained in these three panes and, also, the meaning of all the different icons that you'll encounter as you begin to use Agent.



Here's a description of each component:

Menu Bar - The menu bar is where all of Agent's option menus are listed. To access a menu, click on the menu name or else press Alt and the letter in the menu name which is underlined (e.g., for the File menu, press Alt+F).

See
"Toolbars" on
page 177.

Toolbar - The toolbar buttons below the menu bar provide quick access to some of the most common commands in Agent. You can customize this toolbar so that it contain the commands you use most. To see what each button means, move the cursor onto the button and a brief description will appear.

Note: If a button is unavailable for use at a particular time, it will be dim.

Pane Title Bar - The title bar above each pane provides you with information about the contents of that pane (e.g., which groups are shown in the Groups pane and what the current view is in the Message List pane)

Groups/Folders Pane - This pane lists newsgroups and folders. By repeatedly clicking the pane's title bar (or by choosing the appropriate option from the *Group*→*Show Groups and Folders*), you can view all groups and folders, only subscribed groups and folders, only new groups, or only folders.

Message List Pane - This pane is where the message headers in the selected group or folder are displayed. For each header, the subject, date/time, and author of the message are displayed.

See
"Expanding
and
Collapsing
Threads" on
page 37.

A message with responses is called a "thread" and can be collapsed to save space, or expanded to view all the responses. When a thread is expanded, all responses are indented below the message and only the author is displayed, since the subject is the same as the original message.

In the example shown on page 28, the Message List pane is the pane currently in focus, indicated by the small solid triangle in the upper left corner of the pane's title bar. Even though you can see all three panes at the same time, only one pane can have the focus at a time.

Note that the information in the Message List pane is arranged in columns. In the example shown on page 28, the far left column, *Thread* is underlined, indicating the pane is sorted by thread. You can sort by author, date, size, subject, or thread by opening the *Group*→*Sort Messages by* flyout menu, or simply by clicking on the title bar of the column you want to sort. Clicking the title bar for the first column on the left switches you between the *Thread* and *Size* sorts.

If you zoom the pane (type "z"), you'll see more of the columns. These columns can easily be resized by dragging the column boundaries with your mouse. Note, however, that the first column on the left (*Thread* in the example) cannot be made narrower.

When message headers are first retrieved, they are, of course, unread. Agent indicates this by showing unread messages using the color red. When a message is read, it's header becomes black. By default, each time you retrieve new headers in a group, Agent marks the existing messages as read, so the new messages will stand out. You can control this behavior using the *Group*→*Properties*→*Mark Read* tab. (See p. 39 for more details.) You can also use *Group*→*Mark Selected Groups Read* or *Group*→*Mark Selected Groups Unread* to change the read/unread status of all messages in a group, or *Message*→*Mark Read* or *Message*→*Mark Unread* to change the status of individual messages.

Message Pane - The bottom pane is where the text, or "body" of the message for the selected message header is displayed.

Scroll Bar - You will find vertical scroll bars on the right side of the each pane that allow you to scroll through the information in the panes (i.e., groups and folders, message headers, and body text). In addition, the

Message pane has a horizontal scroll bar that allows you to scroll horizontally to view body text that may be out of view.




Status Bar - The status bar below the Message pane displays information about Agent's current state, such as whether Agent is online or offline.

Context Menu - Agent supports context-sensitive menus, which means that if you click RightMouse when the cursor is in one of Agent's panes, a menu of the most frequently used commands for that pane will appear.












Icons and Indicators

On the Agent Main Browser window shown previously, you'll see a number of icons and indicators. For a description of each, see the following table. This table is a general reference. Some of these terms are explained elsewhere in the User Guide. (The numbers and text in the following tables refer to what you see in the example picture of Agent on page 28.)


Groups/Folders Pane Icons

Icon	Definition
5 / 23737	Groups Counter - (located on the Groups/Folders pane title bar) The number of groups displayed in the pane, followed by the total number of groups in the Groups list.
144	Unread Counter - (preceding each group name) The number of messages in the group you have not read.
	Mark for Retrieval - One or more messages in the group are marked for retrieval.
	Subscribed Group - (preceding subscribed groups) To switch between subscribing and unsubscribing, press the <i>Subscribe</i> toolbar button, select the <i>Subscribe</i> option on the Group menu, or type Ctrl+S.
	New Group - (preceding new groups) To get all groups added to your news server since the last time you retrieved groups, select <i>Get New Groups</i> from the Online menu.

Message List Pane Icons

Icon	Definition
 All Messages	View - (located in the Message List pane title bar) The currently selected view. Click the binoculars to select another view.
	Retrieving - The body of the message is currently being retrieved.
	Expand Thread -Click this icon to show the message's responses.
	Collapse Thread - Click this icon to hide the message's responses.
[+2]	Number of Responses - For a collapsed thread, this is the number of responses to the message.
21	Number of Lines - The number of lines in the message.
 Usernet  Email	Message Body - The body of the message has been retrieved. When these icons are white, they indicate bodies of retrieved messages with plain text. Yellow indicates that the messages have attachments. Green indicates that all attachments have been saved for the messages.
	Message Body Not Available - The message has been deleted from your news server and is no longer available for retrieval.
	Watch Thread - Agent will automatically retrieve the bodies of new responses to the message when retrieving new message headers.
	Ignore Thread - New responses to the message will be marked read automatically.
	Mark for Retrieval - The body of the message will be retrieved the next time you select <i>Retrieved Marked Messages</i> from the Online menu.
	Keep Message - The message you have selected to keep cannot be deleted, either manually or by Agent's automatic purging function.

Message Pane Title Bar Indicators

Indicator	Definition
 Re: Agent Mark Sidell 2/2/97	Message Status Indicators - The Message Pane title bar shows the status of a message header (e.g., the message has been retrieved, or the message is being watched). Also shown are the message's subject and author, as well as the date and

10:36 AM	time the message was created.
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Status Bar Indicators

Indicator	Definition
Connecting to server.	Task Description - Lets you know what task Agent is currently performing.
Offline	Offline or Online Status - Let's you know if your current status is offline or online.
Tasks: 1	Task Status - The task currently underway.
Indicator	Definition
6 / 8	Unread Status - The number of unread messages currently viewed in the message list pane and the total number of messages (read and unread) in the view.
SCRL	Scroll Lock Key Status - For each pane in Agent, there is a separate Scroll Lock status. By repeatedly selecting the Scroll Lock key, you can enable and disable the scroll lock for each individual pane. When the scroll lock state is enabled, you will see SCRL on the status bar.
OVR (In the picture on p. 28, this and the previous two items are hidden by the context menu.)	Overwrite Text Status - When editing a message in the composition window, you can type over characters by switching from "insert mode" to "overwrite mode". To do this, place your cursor at the point where you want to begin overwriting text, then press the Insert key until you see OVR on the far right side of the status bar. Now you are ready to type over the text. To return to the insert mode, press the Insert key again. OVR will disappear from the status bar and you will no longer type over existing characters when you enter new text..

Other Agent Windows

You can open more than one three-pane Browser window. Agent also has other windows (described elsewhere in this User Guide) to allow you to perform other tasks (e.g., the Address Book and Usenet Filters window). To open these windows, use the *Window* menu. By default, Agent will open only one of each type of window. Selecting the appropriate window from the *Window* menu activates the current window if it has already been opened.

Holding Shift while selecting the window to open will open a new window. To switch between open windows you can use the Window menu and select from the list of open windows, or you can enter Ctrl+Tab to cycle through the open windows.

Navigating in Agent



Agent provides you with a rich set of tools for moving between newsgroups, folders, and messages. These tools can be accessed from the Navigate menu, the toolbar, or the keyboard. Although you probably won't use all the available options, this section will make you familiar with them so that you can choose which navigation techniques best suit you.

Moving Between Panes

As you saw in the previous section, Agent is composed of three panes: the Groups pane, the Message List pane, and the Message pane. You can view all three panes at the same time, or, to maximize the information you see on the screen, *Zoom* the current pane in focus to fill Agent's Browser window.



To zoom (maximize) a pane:

Use any of the following options.

Pane icon:  Windows 95  Windows 3.1
Menu option: *Navigate→Zoom Window*
Keyboard Shortcut: Z

To return to three-pane mode after zooming a pane:

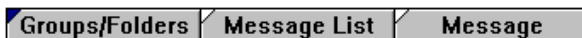
Use any of the following options.

Pane icon:  Windows 95  Windows 3.1
Menu option: *Navigate→Zoom Window*
Keyboard Shortcut: Z

You can easily move the focus between the panes with either the mouse or the keyboard.

To move between panes with the mouse:

- When viewing all three panes, simply click on the desired pane.
- When zoomed in on a pane, click the tab for the pane you wish to view:



To move between panes with the keyboard:

- Press the Tab key to move from the Groups pane to the Message List pane to the Message pane.
- Press Shift+Tab or Escape to move in the reverse order.
- Press the "1", "2", or "3" keys to move from pane to pane.

Pressing "1" places the focus in the Groups pane, "2" places the focus in the Message List pane, and "3" places the focus in the Message pane.

Moving Between Messages

Moving between messages is probably the single most common action you perform in Agent. That's why Agent provides you so many different ways to do this. Before delving into the detail, it's worthwhile to understand Agent's approach to message navigation.

Agent's navigation commands are organized to allow you to move easily among message headers (e.g. Skip to next unread) or among message bodies (e.g. Skip to the next unread message with a body). Some users like to work primarily in the message list pane, while others like to work directly in the message body pane. Agent allows you to do either (or both) quite easily.

To facilitate this navigation, Agent provides *skip* and *view* commands. When you *skip* to a message, you move to that message but stay in the same pane, generally the message list pane. When you *view* a message, you move to the message and view it in the message (body) pane, retrieving the message if it has not yet been retrieved. Keyboard shortcuts reflect this distinction. To skip, use the appropriate letter (e.g. "N" to skip to the next unread message.) To view, use Ctrl+letter (e.g. Ctrl+N to view the next unread message.)

Here are the details:

To move to the previous or next message:

- From the Message List pane, you can use the up and down arrow keys to move between messages.
- From the Message pane or Message List pane, choose *Navigate→Up to Previous Message* (or press "U") or *Navigate→Down to Next Message* (or press "D").

- Either press the *Backspace* key, type *Alt+LeftArrow*, or select *Back Up* from the *Navigate* menu to move to your previous highlighted message (selection). Agent allows you to backtrack up to 100 moves.
- If you've retraced your steps with the *Backspace* command, you can then track forward again through your previous selections by typing *Shift+Backspace* or *Alt+RightArrow*, or by selecting *Navigate→Forward*.

To skip to the next unread message:

Use any of the following options, to skip to the next unread message, regardless of whether or not you've already retrieved its body.



Toolbar button:

Menu option: *Navigate→Skip to Next Unread Message*

Keyboard Shortcut: N

Use any of the following options to skip to the next unread message with a body.



Toolbar button:

Menu option: *Navigate→Skip to Next Unread Message Body*

Keyboard Shortcut: B

By default, if the next unread message is in a different group, pressing "N" or "B" opens that group or folder and selects the first unread message. If you would prefer to jump to the Groups/Folders pane instead (to tell more easily when you're done with a group or folder), on the *Options→General Preferences→Navigation* tab uncheck *Skipping to next unread message jumps to first unread message in next group*.

To skip to the next unread message in a thread:

A thread is a series of related messages grouped together. For example, when people post responses to a question in a group, the question and all responses together are called a thread. Use any of the following options.



Toolbar button:

Menu option: *Navigate→Skip to Next Unread Message in Thread*

Keyboard Shortcut: T

This action is handy because when you reach the last follow-up message, Agent stops navigating, telling you that the thread is over.

To skip to the next unread group or folder:

Use any of the following options.

Toolbar button:



Menu option:

Navigate→*Skip to Next Unread Group*

Keyboard Shortcut: S

By default, this action marks all the unread messages in the current group or folder as read before skipping to the next one. It's a convenient way to tell Agent that you've read all the interesting messages in the current group. To disable this behavior, on the *Options*→*General Preferences*→*Navigation* tab uncheck *Skipping to next unread group marks all messages in current group read*

To move to the next unread message with a body...

...and display the body text, use any of the following options.

Toolbar button:



Menu option:

Navigate→*View Next Unread Message Body*

Keyboard Shortcut: Ctrl+B

Navigating and Retrieving Usenet Messages at the Same Time

Since you need to retrieve a Usenet message's body before you can read it, Agent allows you to skip to an unread message and retrieve it (or mark it for retrieval) in one step. Note: Whether Agent retrieves the message or marks it for later retrieval is controlled by the *Viewing Unretrieved Messages When Offline* options on the *Options*→*User and System Profile*→*Online* tab.

See the section "Offline Mode" on page 44,

When configured for offline use you generally mark all the desired messages for retrieval and then retrieve marked message bodies. By default, Agent skips to the next unread message (performs the "N" action) when you mark a message for retrieval. You can turn this behavior off by unchecking the box *Marking or ignoring a message skips to the next unread message* on the *Options→General Preferences→Navigation* tab.

To retrieve the next unread message:

Use any of the following options.

Toolbar button:



Menu option:

Navigate→View Next Unread Message

Keyboard Shortcut: Ctrl+N

To go to the next unread message in the current thread and retrieve it, or mark it for retrieval:

Use any of the following options.

Toolbar button:



Menu option:

Navigate→View Next Unread Message in Thread

Keyboard Shortcut: Ctrl+T


Single Key Navigation

You can use the spacebar to move from message to message, similar to the way older Unix-style newsreaders behave. By default, the spacebar performs a "Skip to next unread message" command (the "N" command). To change this behavior and have the spacebar view the next unread message with a body (the Ctrl+B command), use *Options→General Preferences→Navigation* and check the *Single Key Read views next unread message body* option.

Expanding and Collapsing Threads

Agent displays follow-up messages indented under the original message.

	20	Filters - how set up for various groups?
	21	Tom Gold
	19	pls. see. addr@my.sig

To save screen real-estate, these threads are initially shown collapsed, so only the top-most message is visible. When a thread is collapsed, the Expand Thread icon  appears next to it.

To expand a thread, do any of the following:

- Click the *Expand Thread* icon.
- Select the message and press the "+" key.
- Press RightArrow.

To expand all threads in a group, do either of the following:

- Press Shift"+" key.
- Press Shift+RightArrow. (If this doesn't work, make sure the Num Lock is disabled.)

When a thread is expanded, the Collapse Thread icon  appears next to it.

To collapse a thread, do any of the following:

- Click the Collapse Thread icon.
- Select the message and press the "-" key.
- Press LeftArrow.

To collapse all threads in a group, do either of the following:

- Hold down the Shift key while pressing the "-" key.
- Press Shift+LeftArrow. (If this doesn't work, make sure the Num Lock is disabled.)

Agent can also automatically expand threads for you. By default, Agent expands threads when you skip to them.

Note: Agent will automatically expand the thread when you skip to it only if you have already retrieved the body of the original message.

To prevent Agent from expanding threads when you skip to them, uncheck the box *Automatically expand threads containing new messages* on the *Options*→*General Preferences*→*Navigation* tab.

If you always want all threads expanded, uncheck the *Show threads initially collapsed*, also on the *Options*→*General Preferences*→*Navigation* tab. For more details about expanding threads, consult Agent's Online Help.

Group Properties

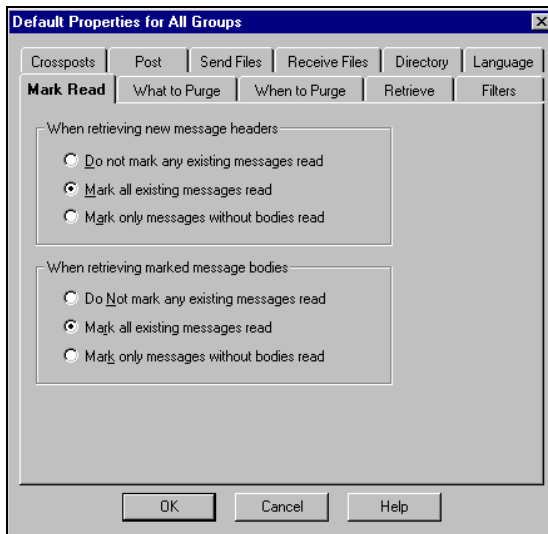
A powerful feature of Agent is the ability to assign very specific behaviors either globally or on a per-group basis. Whenever "group properties" are described in this User Guide, it is important to note that you can assign any of these behaviors either to *all* groups or only to *selected* groups.

Note: Throughout this manual, the convention for indicating group properties is *Group*→*Properties*→<tab>. Be aware that this can refer to properties for selected groups (*Group*→*Properties*→<tab>) or for all groups (*Group*→*Default Properties*→<tab>), whichever fits your need.

Setting Default Properties for All Groups

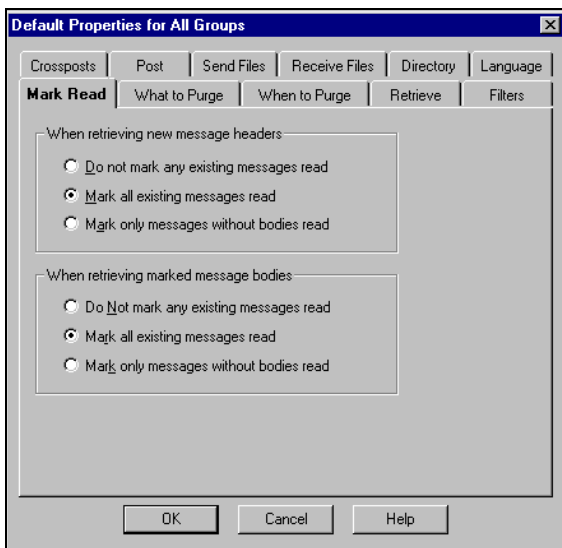
Select "*Group*→*Default Properties*" to display the Default Properties for All Groups dialog box. You'll see a number of tabs containing different types of group properties.

For example, a default behavior on the *Mark Read* tab (shown as follows) is *When retrieving new message headers... Mark all existing messages read*. This means that, by default, for *every* group in which you retrieve new message headers, all existing messages are marked read.



Setting Properties for Selected Groups

Following the same example, what if, for some groups, you don't want to mark existing messages read when you get new headers? It's quite simple. Select the group(s) to which this will apply, then choose *Group*→*Properties* and the Properties for Selected Groups dialog box appears.



The Properties for Selected Groups dialog box mirrors all the tabs and the options on the Default Properties for All Groups dialog box. For this example, check the *Override Default Settings* box on the *Mark Read* tab and select the option *Do not mark any existing messages read*.

When you select more than one group, then select Properties for Selected Groups, the check boxes and options in the dialog can be in one of three states:

- Initially, all options will be grayed and may appear checked or unchecked. This is because the settings may be different among the various groups selected.
- Click the Override Default Settings box and it will become (or remain) unchecked. Clicking "OK" at this point will reset all selected groups to the default settings for that tab.
- Click the Override Default Settings box again and all other boxes and options become active. Set the options the way you want them and click "OK" for all selected groups to be given these attributes.

All group properties work this way. Default properties apply to all groups until you override these properties for selected groups. As you gain experience with Agent, you'll probably find yourself taking great care fine tuning your group properties.

Multi-Tasking

Agent allows you to do several things simultaneously. For example, while downloading message headers in one group, you can be reading messages in another group. As you complete an activity (e.g. marking messages for retrieval) you may want to initiate an action (e.g. retrieve marked messages) before moving on to another activity. If Agent is already performing an online task, the action you initiate will be queued up and Agent will get to it when it finishes all other tasks in front of it. Agent's status bar will tell you how many tasks are queued, and also tells you which task it is currently working on.

You can tell Agent to consider certain types of tasks to have higher priority than others. In particular, you can tell Agent to retrieve the body of a message while Agent is already busy performing other online operations. This makes it possible for you to begin reading new messages in one group while retrieving headers in another. See the *Options→User and System Profile→Online* tab for details.

Working Online vs. Offline

One of the beauties of working with Agent is that you can work either in online or offline mode, depending on your individual needs.

- **Online mode** - Use Agent online if connect time charges are not a major concern. In online mode, Agent remains connected to your news server so you can retrieve messages any time without having to re-connect.
- **Offline mode** - Use Agent offline if online costs concern you. In offline mode, Agent connects to your news server only when it needs to perform an online task and then goes offline as soon as the task is completed.

What follows are the routine tasks you might perform in a typical Agent session, either in online mode or in offline mode. These are examples and


your sessions may vary, depending on the types of things you're trying to accomplish during a given session.

Keep in mind that even if your preferred method of working is *online*, you still have all information available to you while offline. This is because, either online or offline, Agent keeps all news and email messages locally on your hard drive. You never have to go online to review messages you've already retrieved.

Online Mode

Here are the steps you might follow for a typical session in online mode:

For more details, see "Retrieving Email Messages" on page 63.

1. **Check for new email.**  (This button can be added to your default toolbar as described on page 177.)
Menu option: *Online→Check for new Email*
Keyboard shortcut: Ctrl+E



2. **Read email messages and decide what to do.**

As you read each message, you can do any of the following:

For more details, see "Overview" on page 111.

- **Post an email reply.**  This button opens a Composition window.
Menu option: *Post→Reply via Email*
Keyboard shortcut: R

For details, see "Filing Messages in Folders" on page 53.

- **File the message in a folder.**  *Copy to Folder* or  *Move to Folder*
 (These buttons can be added to your default toolbar as described on page 177.)
Menu option: *Message→Copy to Folder* or *Message→Move to Folder*
Keyboard shortcut: Alt+M+C+<file number> or Alt+M+V+<file number>

3. **Get new Usenet message headers in selected groups.** 

When online it's easy to move from group to group, so you can use this command for selected groups. Of course, you can get headers for your subscribed groups instead, if you like.

Menu option: *Online→Get New Headers in Selected Groups*
Keyboard shortcut: Alt+O+H

See
"Retrieving
Messages in
Groups." on
page 58.

4. **Retrieve and read Usenet messages.** As you read, there are several things you might want to do:

- **Post a follow-up Usenet message.** 

This button opens a Composition window.

Menu command: *Post→Follow-Up Usenet Message*

Keyboard shortcut: F

- **Watch thread.** 

This option helps you spot messages of interest. Agent automatically retrieves the bodies of responses in watched threads each time you get new headers in that group.

Menu command: *Message→Watch Thread*


Keyboard shortcut: W

- **Ignore thread.** 

This option helps you avoid messages of no interest to you. Any responses in ignored threads are marked read, so you don't read them.

Menu command: *Message→Ignore Thread*

Keyboard shortcut: I

- **Keep a message.** 

This command flags messages you want to keep indefinitely. This prevents it from being removed during automatic "purging".

Menu command: *Message→Keep*

Keyboard shortcut: K

- **File message in a folder.**  *Copy to Folder* or  *Move to Folder* (These buttons can be added to your default toolbar as described on page 177.)

Menu command: *Message→Copy to Folder* or *Message→Move to Folder*


Keyboard shortcut: Alt+M+C+<file number> or Alt+M+V+<file number>


For more
details, see
page 106.

For details
about filing
messages in
folders, see
page 53.


Offline Mode


A typical session using Agent while in offline mode might be as follows. Remember that the goal of offline work is to minimize connection time. What you'll want to do is get information in stages, spending time doing detailed reading while not connected. Note: You can use Agent to automatically go online and then offline when performing these options (see the next section).


1. **Check for new email.**  (This button can be added to your default toolbar as described on page 177.)
Menu option: *Online→Check for New Email*
Keyboard shortcut: Ctrl+E



2. **Get new Usenet message headers from subscribed groups.** 
Menu option: *Online→Get New Headers in Subscribed Groups*
Keyboard shortcut: Alt+O+N


3. **Go offline.**

4. **Read through the headers and mark them for later retrieval.** 
 This option queues messages you want to retrieve, so that you only need to go online once to retrieve them.
Menu option: *Message→Mark for Retrieval*
Keyboard shortcut: M

5. **Go online and retrieve marked Usenet messages.** 
 This option has Agent go online just long enough to retrieve the bodies for the marked messages from step 4.
Menu option: *Message→Get Marked message Bodies*
Keyboard shortcut: Alt+O+M

6. **Go offline and read all messages at your leisure.** 

7. **You may want to any of the following:**
 - **Compose email and Usenet replies.**  
 These options open a Composition window.
Menu options: *Post→Reply via Email, Post→Follow-Up Usenet Message*
Keyboard shortcuts: R, F

Note! To be most efficient, press the *Send Later* button  after composing each message, then send them all at once at a later time. (See step 8.)

- **Watch thread.** 

This option helps you spot messages of interest. Agent automatically retrieves the bodies of responses in watched threads each time you get new headers in that group.

Menu option: *Message→Watch Thread*

Keyboard shortcut: W

- **Ignore thread.** 

This command helps you avoid messages of no interest to you. Any responses in ignored threads are marked read.

Menu option: *Message→Ignore Thread*



Keyboard shortcut: I

- **Keep a message.** 

This command flags messages you want to keep indefinitely. This prevents it from being removed during automatic "purging".

Menu option: *Message→Keep*

Keyboard shortcut: K

- **File message in a folder.**  *Copy to Folder* or  *Move to Folder*
(These buttons can be added to your default toolbar as described on page 177.)

Menu option: *Message→Copy to Folder* or *Message→Move to Folder*

Keyboard shortcut: Alt+M+C+<file number> or Alt+M+V+<file number>


- **Compose new Usenet and email messages.**  

These options open a Composition window.

Menu options: *Post→New Usenet Message* or *Post→New Email Message*

Keyboard shortcuts: P, Ctrl+M

For more details, see page 106.

8. **Go online and Post queued messages.**  (This button can be added to your default toolbar as described on page 177.)

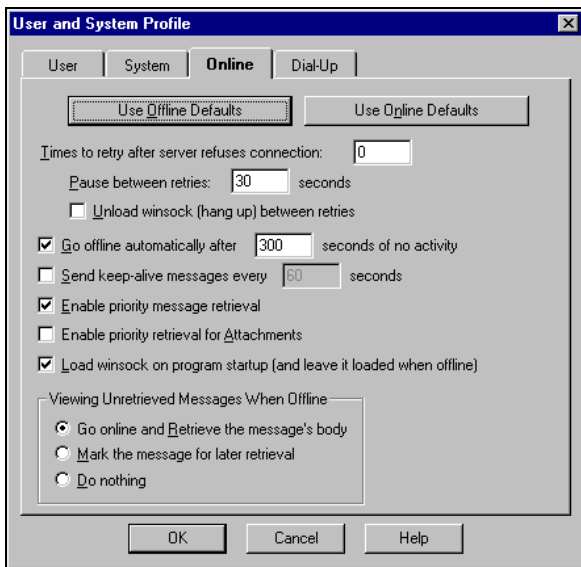
Menu option: *Online*→*Post Usenet and Email Messages*

Keyboard shortcut: Alt+O+P

9. **Go offline.**

Configuring for Online/Offline Behavior

The settings that affect Agent's online and offline behavior are defined on the *Options*→*User and System Profile*→*Online* tab.



If you want to operate primarily in offline mode, press the button *Use Offline Defaults*. This configures the rest of the dialog box settings for typical offline use. If you want to operate primarily in online mode, press the button *Use Online Defaults*. This configures the rest of the dialog box settings for typical online use.

We've taken great care to set the defaults correctly so that you don't ever have to worry about any of this, but you may change the settings to suit your particular needs.

Below are descriptions of the four key options in this dialog box that affect how Agent performs offline and online.

Note: Refer to Agent's online Help for the options not listed in the table.

Choose this option...	...to have Agent do this.
<i>Go offline automatically after...</i>	<p>Select this option if you want Agent to automatically disconnect from your news server after the specified number of seconds of inactivity. If you deselect this option, Agent will not disconnect from your news server until you close the program or manually disconnect by unchecking the <i>Online</i> command on the Online menu.</p> <p>If you intend to read messages online, you might want Agent to go offline after a few minutes of inactivity. This gives you time to read messages, but doesn't leave Agent online too long.</p> <p>If you intend to read messages offline, you probably want Agent to go offline immediately (0 seconds of inactivity).</p>
<i>Load Winsock on Program Startup</i>	<p>Select this option to have Agent load winsock.dll on program startup and leave it loaded until you close Agent. Note: Always check this box if you are using Dial-Up Networking (DUN) or Remote Access Server (RAS). (See the additional technical information below.)</p>
<i>Viewing Unretrieved Messages When Offline</i>	<p>Select the action you want Agent to perform when you are offline and attempt to view a message for which you do not have the body. If you want to operate in online mode, you should select <i>Go online and Retrieve the message's body</i>. If you want to operate in offline mode, you should select <i>Mark the message for later retrieval</i>.</p>

Additional technical information about “Load Winsock on Startup.”

The winsock DLL is a system file that provides access to the Internet for Agent and other Internet client programs. Each client that uses the DLL must first "load" the DLL into memory, and also must "unload" the DLL when finished with it. If more than one program loads the DLL simultaneously, it remains loaded in memory until the last program unloads it.

If you have a dial-up connection to the Internet, the winsock DLL also controls when your system dials and hangs up the phone. Most winsock DLLs wait to begin dialing the phone until the first program tries to access another host (for example, when Agent tries to access your news server).

Thus, even if a program loads the DLL immediately upon startup, the DLL won't dial the phone until the program actually tries to perform some online operation.

When the DLL hangs up the phone depends on the kind of DLL. Most 16-bit DLLs don't hang up the phone until the last program unloads the DLL from memory. Thus, even if all programs have finished performing online operations, these DLLs will keep the connection active until all programs have actually unloaded the DLL. On the other hand, the Microsoft 32-bit DLL (used in Windows 95 and NT for Dial-Up Networking) hangs up the phone as soon as the last program finishes all online operations, even though the DLL is still loaded in memory.

Most Internet client programs load the winsock DLL immediately upon program startup and keep it loaded until you close the program. This works well for 32-bit programs using the Microsoft DLL. But, from the previous explanation, you can see that it doesn't work very well for 16-bit programs, since the only way to for the these DLLs to hang up the phone is to close all clients, thereby unloading the DLL from memory.

Agent, on the other hand, can dynamically load and unload the DLL as it goes online and offline, which makes it possible for Agent to cause the DLL to dial the phone automatically whenever Agent goes online, and more importantly, hang up the phone whenever Agent goes offline.

The "load winsock on startup" option controls when Agent should load and unload the DLL. When the option is checked, Agent loads the DLL immediately upon startup and keeps it loaded until you close Agent.

When the option is unchecked, Agent loads the DLL only when going online and unloads it as soon as Agent goes offline. For most 16-bit DLLs, which won't hang up the phone until unloaded, you should leave this option unchecked, so that Agent will load and unload the DLL dynamically as it goes online and offline. You may also need to uncheck this option for certain 32-bit DLLs that operate the same way as 16-bit DLLs.

For the Microsoft Windows 95 and Windows NT 32-bit DLL, you should check this option, since it is not necessary to dynamically load/unload the DLL to force it to dial or hang up the phone.

Setting Up Your Connection

As described in the note above, for 32-bit systems, Agent takes full advantage of Windows Dial-Up Networking features, greatly enhancing the ease with which you can go online and offline. Dial-Up Networking tells

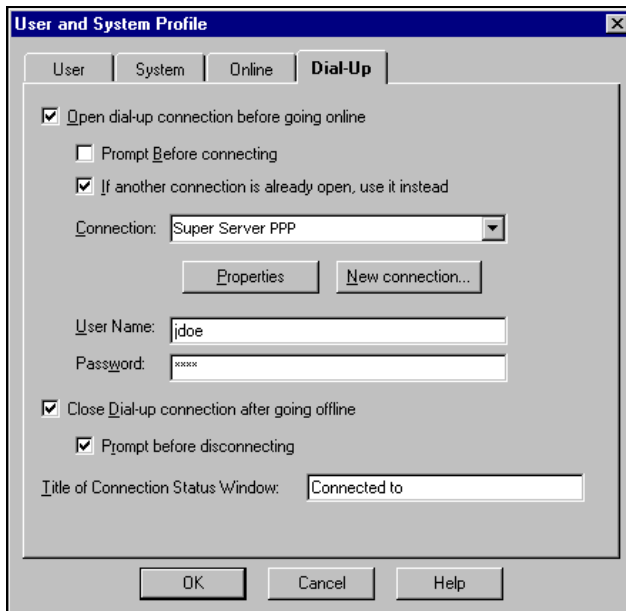
Agent to automatically dial your service provider and establish a network connection.

In Windows 95, the automatic dialer is referred to as Dial-Up Networking (DUN). In Windows NT, the automatic dialer is referred to as Remote Access Services (RAS).

With built-in support for DUN, Agent can automatically establish a dial-up connection when going online and automatically hang up the connection when going offline. This support allows Agent to integrate smoothly with the Windows 95 and Windows NT dialers, greatly enhancing the ease with which you can go online and offline.

To define DUN settings:

Select *Options*→*User and System Profile*→*Dial-Up* and the following dialog box will display.



Complete the settings on the Dial-Up tab as follows:

1. **Open dial-up connection before going online** - If you check this option, Agent will establish the specified dial-up connection each time it goes online.
2. **Prompt before connecting** - If you check this option, Agent will display the following dialog box before establishing the connection. If you don't check this option, Agent will proceed.

Note: One reason you might want to select this option is for extra security. You can then manually enter the password each time you connect, rather than having Agent supply it automatically.

You can use this dialog box to change a connection, user name, password, and/or phone number. If you check the *Save Password* box, Agent saves the password and automatically enters it for you each time you attempt a new connection. To start dialing, press *Yes*. To cancel the connection but still go online, press *No*, and to cancel the connection but not go online, press *Cancel*.

The image shows a Windows-style dialog box titled "Connect To". It has a blue title bar with a close button (X) on the right. The dialog contains the following elements:

- Connection:** A dropdown menu with "ISP1 PPP" selected.
- User Name:** A text input field containing "jdoe".
- Password:** A text input field containing "xxxxx".
- Save password:** A checked checkbox.
- Phone Number:** An empty text input field.
- Instruction:** "(Leave blank to use connection's default number.)" centered below the phone number field.
- Buttons:** Four buttons at the bottom: "Yes", "No", "Cancel", and "Help".

3. **If another connection is already open, use it instead** - Check this option to have Agent use an open connection to your server, if you already have one. This is useful for users who may use more than one ISP. With this box checked, Agent will use the connection that is already open rather than attempting to establish the default connection, which might be different.
4. **Connection** - From the list, highlight the name of the connection to be used. The list contains all the DUN connections currently defined.

5. **Properties** - Press this button to edit the properties of the selected connection. This displays the standard DUN connection properties dialog box. (Not available in Windows NT).
6. **New connection...** - Press this button to open the standard DUN wizard dialog box, where you can create a new connection entry. (Not available in Windows NT.)
7. **User Name/Password** - Enter the user name and password to be used for the connection. If you want Agent to prompt for the password each time you connect, leave the *Password* field blank and check the *Prompt before connecting* box above.

Windows 95 - A separate user name and password are stored for each connection in the DUN database. Changing the entries here changes the DUN entries.









Windows NT - There is no facility for accessing the DUN user name and password. For this reason, Agent stores a single user name and password for use by all connections.

8. **Close dial-up connection after going offline** - If this option is checked, Agent will disconnect the dial-up connection after going offline, but only if Agent opened the connection. If Agent did not open the connection, then Agent will not close it.
9. **Title of Connection Status Window** - This option is only visible if you are running Windows 95 or Windows NT 3.5. Use this option if you are running a non-English version of Windows 95 or NT 3.5. When the Windows 95 DUN dialer (or NT 3.5 RAS dialer) completes a connection, it displays a window in the middle of the screen showing the connection status. When Agent is configured to open a DUN connection automatically, after the connection has been established, Agent searches for the DUN window and minimizes it. By default, Agent searches for a window title beginning with "Connected to." If you are running a non-English version of Windows 95 or NT 3.5, you can enter the window's correct title here.
10. **Start Dial-Up monitor on first connection attempt** - This option is only visible if you are running Windows NT 4.0. In Windows NT 4.0, Agent launches the Dial-Up Networking Monitor on the first connection attempt. You will see the monitor icon on the task menu system tray. Agent doesn't attempt to close the monitor when it hangs up, nor does it re-launch the monitor on subsequent connection attempts, should you close the monitor manually. Uncheck this box if you don't want Agent to launch the monitor.

All About Messages

Once you start using Agent on a regular basis, you'll quickly find that the messages for your subscribed groups will begin to pile up. At some point, you're bound to think, "How do I keep track of it all?". There are a number of options in Agent that help you to manage and view your messages more efficiently. So, to that end, this chapter was created to focus specifically on issues concerning messages.

We've broken this chapter into these major areas:

-  Organizing Messages
-  Retrieving News Messages
-  Retrieving Email Messages
-  Message Filters
-  Viewing Messages
-  Finding Messages
-  Keeping Messages
-  Printing Messages

Organizing Messages

What would our offices be like if there were no file folders? Chaos is a word that comes to mind. Like a good filing system in an office, Agent offers electronic folders so you can better organize your messages.

Filing Messages in Folders

Using folders to organize your messages is one of the simplest and most intuitive tasks in Agent.

To Create a folder:

1. Select *Group*→*New Folder*.
2. Enter a name for the folder and press OK.

The new folder will appear in the Groups/Folders pane below the list of newsgroups.

To view folders:

From the *Group*→*Show Groups and Folders* flyout menu, choose the desired view for the Groups/Folders pane. Three of the four available choices display your folders:

- *All Groups and Folders*
- *Subscribed Groups and Folders*
- *Folders*

A check mark indicates the view that is currently in effect.

Filing options you can use:

- The "drag and drop" method.
- Using the *Copy to Folder* or *Move to Folder* menus.
- Setting up Agent to automatically file inbound email.

Note: You cannot file messages without bodies into folders.

See "Filing Inbound Email Automatically" on page 67.

To drag and drop a message into a folder:

1. View all three panes in your Browser window (i.e., make sure the *Navigate*→*Zoom Window* option is unchecked).
2. Highlight the message in the Message List pane. You can select more than one message, dragging them all at once.
3. Click anywhere on the highlighted message and, while holding down the mouse button, drag the message to the desired folder.

Note: By default, Agent will move a message when you drag and drop it. To copy the message instead, press and hold the Ctrl key. You'll see a "+" sign in the folder while you're dragging the message which indicates that you're copying, not moving it.

4. Once the cursor is directly on top of the desired folder, release the mouse button and the message will be dropped into that folder.

To copy or move a message into a folder:

Highlight the message (or messages) to be filed choose one of these equivalent methods to open either the *Copy to Folder* or the *Move to Folder* flyout menu:

Menu options: Select *Message*→*Copy to Folder* or *Message*→*Move to Folder* -> <folder name>.

Context menu: Rightclick the message header or body to open its context menu and select *Copy to Folder* or *Move to Folder* -> <folder name>.

Keyboard shortcuts: Alt+M+C opens the *Copy to Folder* flyout menu.
Alt+M+V opens the *Move to Folder* flyout menu.

If you don't see the desired destination folder on the flyout menu, you can select *All Folders* at the bottom of the flyout. This displays a dialog box that lists all your folders.



For details on creating toolbar buttons, see p. 177.

To add one of these folders to the flyout menu, just press the *Manage Menu* button. This displays the Manage Folder Menus dialog box, where you can add the folder from the *Folders* list to the *Menu* list. (For assistance, check the online help.) When you press OK, that folder will be added to both the *Copy to Folder* and *Move to Folder* flyout menus. You can add as many as 9 folders to the flyout menu. If you find yourself moving messages to the same folder frequently you can add a toolbar button to move or copy the highlighted message to that folder with a single keystroke (see p 177.).

An alternative way to add your most frequently used folders to the *Copy to Folder* and *Move to Folder* flyout menus is to select the *Options*→*Menus and Toolbars*→*Folder Menus* tab. You will notice that the *Folder Menus* tab and the *Manage Folder Menus* dialog box are the same.

Saving Messages to File

In addition to storing messages in folders with Agent, you can save messages to disk and keep them as part of your Windows file system.

To save one or more messages to a text file:

Highlight all the messages in the Message List pane that you want to save, then select *File*→*Save Messages As* (or press Alt+F+A). This displays the Save Messages As dialog box, shown as follows.



Agent only saves messages whose bodies have been retrieved. If you select a collapsed thread, Agent saves all messages in the thread.

This dialog box has the same fields as any standard Save As dialog box, with the exception of the following options that are unique to Agent:

1. **Append to existing file** - Check this box to append the messages to an existing file. If you uncheck this option and save the messages to an existing file, Agent will erase the current contents of the file.
2. **Save raw (unformatted) message** - Check this box if you only want the "raw", or *unformatted*, message data to be saved to a file. This means that you will save the message header details (e.g., *Path, From, Subject, Date*, etc.) and the message text. In addition, any attachment in the message is saved as a series of lines of coded characters.
3. **File Format** - Select the format for the messages being saved. The options are described below:

Choose this option...	...to have Agent do this.
Unix message file	Save the messages in the standard Unix message format. This allows you to import messages back into Agent.
Precede each message with...	Adds the specified text to the beginning of each message saved.
No separator between messages	Does not include any additional text between the saved messages.

4. **Header Fields to Include** - Select the header fields you want included in the header of the printed items. The options are described here:

Choose this option...	...to have Agent do this.
All fields	Saves all the header information with the message bodies.
Selected fields	Saves selected header elements (e.g., <i>To</i> , <i>From</i> , <i>Newsgroups</i> , <i>Subject</i> , <i>Date</i> , etc.) along with the message bodies. You can enter whatever fields you like.
No fields (Body only)	Saves only the message bodies without any header information.

If you want to re-import messages into Agent, make sure you use these three options for exporting: Save raw message; Unix message file; All fields.

Retrieving News Messages

In Chapter 2, you learned about retrieving an initial sampling of news messages to see which groups interest you. This section will give you more details about retrieving news messages and explain some of the commands Agent provides to help you manage your list of messages.

Retrieving Message Headers in Newsgroups

To add buttons that aren't currently on the toolbar, see page 177.

The Online menu and your toolbar offer the following options for retrieving new message headers.

- *Get New Headers in Subscribed Groups*
- *Get New Headers in Selected Groups*
- *Get All Headers in Selected Groups*
- *Sample Headers From Selected Groups*



Choose the one that accomplishes what you want to do, described as follows:

Get New Headers in Subscribed Groups retrieves new headers that have been added since you last retrieved headers in your subscribed groups.

Get New Headers in Selected Groups retrieves the new headers that have been added since you last retrieved headers in each of the selected groups.

Get All Headers in Selected Groups retrieves all headers from the selected groups, including headers that may have been purged in previous sessions.



Sample Headers From Selected Groups - Agent retrieves a limited number of the most recent headers in the selected groups. You can either retrieve a specified number of headers, or for a specified number of days.

Note: Because you retrieve the most recent headers when using the "sample headers" feature, immediately after you retrieve a sampling, no new headers will be retrieved by either *Online*→*Get New Headers in Subscribed Groups* or *Online*→*Get New Headers in Selected Groups*.

If you want to retrieve messages prior to those that you just sampled, either increase the sample size and sample headers again or use the option *Online*→*Get All Headers in Selected Groups*.

Retrieving Message Bodies

Agent provides several ways to retrieve the bodies of messages that are of interest to you. Two of these methods are available from the Online menu or from the toolbar.

- *Get Selected Message Bodies* 
- *Get Marked Message Bodies* 

Here's how they work:

Get Selected Message Bodies retrieves the bodies for one or more messages you have selected in the Message List pane.

Get Marked Message Bodies retrieves the bodies of messages the you have marked for later retrieval. This is particularly useful when using Agent in offline mode. See Chapter 3 for an example of an offline session.

In addition, you can retrieve bodies for all new messages when retrieving headers. Use the *Group*→*Properties*→*Retrieve* tab and check the box, *Retrieve bodies for all new messages*.

Catching Up in Groups

If you've been away from Agent for an extended period and want to start reading only current messages without worrying about having to read messages posted while you were gone, Agent's "catch up" feature is for you. Agent will make it appear that you've retrieved all the messages in the selected groups up to the "catch up" time, even though you haven't really retrieved or read any of these messages.

To catch up with a group's messages:

Select *Online*→*Catch Up With Selected Groups*. This option queries the server to find the highest message number, but it doesn't retrieve any headers. That way, the next time you get new headers, you'll only get messages posted since you did the catch up.

You may also catch up by sampling a limited number of the latest messages. (Select *Online*→*Sample Headers*.)

Watching Threads

Certain threads of discussion may be quite interesting and you may want to make sure that Agent *always* gets the bodies of the latest messages for this thread. You can do this by using the *Watch Threads* option.


To watch threads:

Place your cursor on the thread you wish to follow and use one of the following (equivalent) methods:

Toolbar button: 

Menu option: *Message*→*Watch Thread*

Keyboard shortcut: W

The *Watch Thread* icon  will then precede that message and any responses to that message. When you retrieve new headers, Agent will automatically get the bodies of all responses to watched threads.

Ignoring Threads


The *Ignore Thread* option has the opposite effect of *Watch Thread*. For any thread you definitely do not want to follow, you can use "Ignore Thread" to

tell Agent never to retrieve new messages for the selected threads. This can reduce the number of new, unread messages presented to you each time you get new message headers.

To ignore threads:

Place the cursor on the thread you wish to ignore and use any one of the following equivalent methods:

- Toolbar button:** 
- Menu option:** *Message→Ignore Thread*
- Keyboard shortcut:** |

The *Ignore Thread* icon  will then precede that message and any responses to that message. When you retrieve new headers, Agent will automatically mark these messages as read, even those retrieved in later sessions.

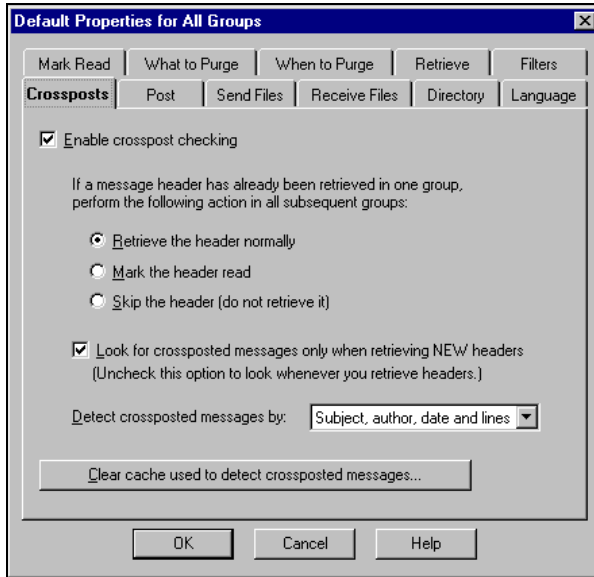
Important! Be sure to keep at least one header in a watched or ignored thread in order for this feature to work. Alternatively, make sure you have set the purge properties on the *Group→Properties→What to Purge* and *When to Purge* tabs so this message header remains as long as the thread will be active.

Managing Crosspostings

Many Usenet enthusiasts post the same message to several newsgroups. This practice, known as "crossposting", is advantageous for the sender, because a crossposting reaches a wider audience than a posting to a single group. On the receiving end, however, crosspostings can be annoying. When retrieving new headers, you may find yourself re-reading the same crossposted message in several of your subscribed groups. Fortunately, with Agent you can manage the crosspostings you retrieve and can prevent this problem from occurring.

To manage crossposted messages:

Open the *Group*→*Properties*→*Crossposts* tab.



On this tab, you can enable crosspost checking and select from a number of options to fine tune Agent's behavior. These options are described as follows:

- ***Enable crosspost checking*** - Check this box to enable crosspost checking in Agent. This applies to all groups.
- ***If a message header has already been retrieved in one group...***
 - Retrieve the header normally - This disables crosspost checking globally, but Agent will continue to maintain a list of headers used for checking.
 - Mark the header read - Agent marks the crossposted message headers read in all groups, except the first group in which the message is retrieved.
 - Skip the header (do not retrieve it) - Agent skips crossposted messages in all groups, except the first group for which the crossposted message has been retrieved.

Example:**If...**

you retrieve headers for groups a,b,c,d,e, and a message was posted to groups b,d,e...

then...

Agent would retrieve the header only for group b, because that is the first group for which the header has been retrieved.

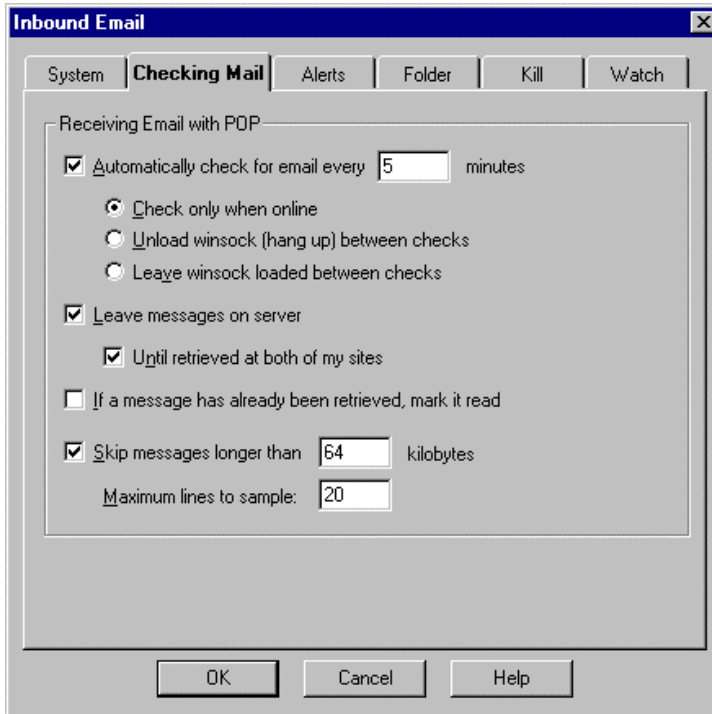
- **Look for crossposted messages only when retrieving NEW headers**
When you check this box, Agent does crosspost checking only when retrieving new headers. If you leave this box unchecked, Agent does crosspost checking *whenever* you retrieve headers, such as sampling or retrieving all headers.
- **Detect crossposted messages by** - This option controls the criteria Agent uses when checking for crossposted messages in all groups. The two choices are *Subject, author, date, and lines* and *Message ID*. In general, the former gives better crosspost detection.
- **Clear cache used to detect crossposted messages** - Press this button to remove the list of most recent message headers. Agent maintains this list as the basis for crosspost detection. (This data is in the file `xpost.dat` in your Agent data directory.)

Retrieving Email Messages

In an earlier chapter, you learned the basics about checking for email during a typical Agent session. This section will provide more details on how you can optimize Agent for use as your email program.

Checking for Mail

Use the *Options*→*Inbound Email*→*Checking Mail* tab to set your preferences for checking email.



Receiving Email with POP Options: These options apply only to POP mail servers. They tell Agent when to check for email and what it should do with the messages it finds. The following table describes what each option does:

Choose this option...	...to have Agent do this.
Automatically check for email every...	Automatically check for new email periodically. Enter the number of minutes between checks. Note: Agent must be running in order to check for mail.
Check only when online	Check for new mail only if you are already online with your service provider.

Choose this option...	...to have Agent do this.
<p>Unload winsock (hang up) between checks</p> <p>or</p> <p>Leave winsock loaded between checks</p>	<p>Many winsock drivers automatically hang up a modem when no programs are using any driver anymore. If your winsock has this feature, you can use these options to control whether Agent unloads the winsock driver between checks for email, thereby causing the driver to hang up the modem.</p>
<p>Leave messages on server</p> <p>Note: This option is useful when you retrieve messages from the same email account with more than one computer.</p> <p>See p. 88 for a way to optimize Agent use at two sites.</p>	<p>Keep messages on your mail server after retrieving them. Normally, Agent deletes messages from the server as they are retrieved.</p> <p>Note: Once a message has been retrieved and left on the server, Agent will not retrieve the message again. If you subsequently uncheck this box, Agent will delete all the messages from the server the next time you check for new email.</p>
<p>Until retrieved at both of my sites</p>	<p>This option is grayed unless you select "Leave messages on server" above. Check this box if you are retrieving messages at two sites and want Agent to leave your messages on your server until they have been retrieved at both sites.</p>
<p>If a message has already been retrieved, mark it read</p>	<p>This option is to help people who receive email at two sites. When you check this box, if Agent retrieves an email message that the server indicates has already been retrieved (presumably at your other site), Agent will mark the message read.</p>
<p>Skip messages longer than</p> <p>Maximum lines to sample</p>	<p>Leave email messages unretrieved if they are longer than the maximum number of lines specified.</p> <p>When Agent encounters a message larger than the specified value, Agent will retrieve the number of lines of the message as specified.</p> <p>When this box is checked, Agent will leave the message on the server and won't retrieve it again. Uncheck this box to force Agent to retrieve the message the next time you check for new mail.</p>

When New Email Arrives

Use the *Options*→*Inbound Email*→*Alerts* tab to tell Agent how to notify you when new email arrives.



Choose this option...	...to have Agent do this.
Display message box	Pop up a message when new mail is received.
Play sound	Play a sound when mail is received. If your PC is set up to play .wav files, you may specify the location of a WAV file to play. If you check <i>Play sound</i> but leave <i>WAV file</i> blank, Agent will play the <i>Email Receive</i> sound defined in the Sound module of your Windows Control Panel.
Only if new messages were marked unread	Check this box if you want Agent to beep or play the specified WAV file only if new retrieved messages are marked unread. Checking this box is useful if you've created message filters that automatically mark certain messages read when they are retrieved. In such cases, you may not want Agent to beep or play a WAV file to notify you that there is new mail.

When you receive email, the status bar will display the number of messages unread, marked read, and deleted. Agent will display the results of the most recent email retrieval, as well as the accumulated counts since you last read

an unread email. Why would you want to know the accumulated counts? If you have Agent set to automatically retrieve email every <n> minutes, you may not check your email for several retrieval cycles. Accumulated counts keep track of all email received since the last time you read your mail. The accumulated counts will be reset the first time you read an unread email message.

Whenever you receive unread email, the Agent program icon changes, indicating that you have received mail. However, Agent will not show this New-Email icon if no new email is unread, that is, if all email retrieved was marked read or deleted.

Filing Inbound Email Automatically

When you first configure Agent to retrieve email, you define a folder into which email will automatically be filed. As you start to receive more email with Agent, you certainly will want to create more folders and have Agent put messages in the most appropriate folder for each message. The next section will show you how to do this using Agent's easy-to-use yet powerful message filtering feature.

By default, any mail that is not routed automatically by a filter will be filed in the folder you created when first configuring for email. If you want to change this default folder, use the *Options*→*Inbound Email*→*Folder* tab and either select an existing folder from the drop-down list, or create a new folder by pressing the *New Folder* button.

Message Filters

Agent provides a powerful and flexible set of features to allow you to get just the messages you want, ridding yourself of the nuisance of unwanted messages while getting all the details of messages which are of interest to you. Using filters for news messages can be extremely important if you regularly retrieve headers from extremely active groups, some of which can generate literally hundreds of headers each day. Without such a broad filtering mechanism, your Message List could rapidly become unmanageable. Similarly, using filters for email messages allows you to avoid unsolicited commercial email ("spam") while retrieving and filing automatically the messages you want.

Creating a Message Filter

Usenet and email message filters consist of the following components:

- A filter expression, specifying the criteria Agent should use when matching filters with messages. For the casual users, Agent will supply filters expressions automatically when creating filters based on existing messages. For power users, Agent's expression language is versatile and powerful, allowing full control when defining criteria for matching.
- One of the available kill actions or watch actions.
- A priority between 0 (lowest) and 1000 (highest). Filters are evaluated in priority order. If more than one filter matches a message, the action of the filter with highest priority is carried out.
- An optional expiration date, expressed in the number of days the filter should be kept. Agent automatically deletes expired filters, helping you keep the number of filters from getting out of hand.
- An enabled/disabled flag. This allows you to temporarily disable a filter without deleting it altogether. You can also use the Filters tab on the Group Properties dialog to temporarily disable all filters for selected groups.



You can create filters based on existing messages, or from scratch.

To create a filter based on a message:

1. Highlight the message that will be the basis for your filter. This can be either a Usenet message or an email message.
2. Open the *Message*→*Filters* flyout menu.
3. Select "Add Kill Filter ..." or "Add Watch Filter ...", depending on the type of filter you want to create.
4. Complete the settings in the Add Filter dialog box (see the next section). Note that Agent knows whether you're creating a filter for a Usenet message or an email message and opens the appropriate dialog box.

To create a filter from scratch:

1. If the filter will apply to a specific group, make sure the group is highlighted.
2. Select *Window*→*Open Email Filters* or *Window*→*Open Usenet Filters*.
3. Open the Add Filter dialog box using one of the following equivalent methods:

Toolbar button:  for kill filters or  for watch filters.

Menu option: *Filter→Add Kill Filter or Filter→Add Watch Filter*

Keyboard shortcut: Ctrl+K for kill filters or Ctrl+W for watch filters.

4. Complete the settings in the Add Filter dialog box (see the next section).

The Add Filter Dialog Box

Depending on the type of filter you want to create (Usenet or email), the appropriate dialog will be opened. You'll notice that these dialogs are quite similar, yet have some important differences. Here are the details of each dialog.

The Add Usenet Filter Dialog

Add Usenet Filter

Filter Expression:
 Author: lance@forteinc.com

Paste Subject Paste Author Lower Case

Address only

Kill Action

Delete
 Mark read
 Ignore thread

Watch Action

Retrieve body immediately
 Mark For later retrieval
 Watch thread
 Keep

Scope

Global Group: alt.usenet.offline-reader.forte-agent

Priority: 600 Disable filter

Expire this filter after 30 days of inactivity

Apply filters to group immediately This message only


OK Cancel Help





If you're creating a kill filter, the default setting in the *Kill Action* section will appear. In the example above, you see the default setting in the *Watch Action* section. In fact, when defining filters the only difference between a

watch and a kill filter is the initial appearance of the dialog box options. You can start creating a watch filter and change it to a kill filter, or vice-versa.

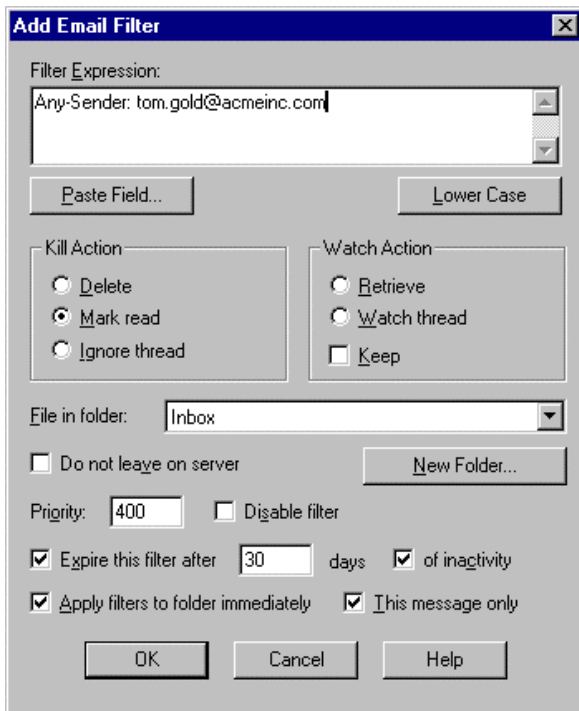
Note: to define the default settings for Usenet watch and kill filters, use the *Group*→*Properties*→*Filters* tab.

Here are the options for using this dialog box:

1. **Filter Expression** - Enter the expression that tells Agent what to look for in determining if a message will match the filter. If you're creating a filter from an existing news message, Agent automatically inserts the selected message's subject (for a watch filter) or author (for a kill filter) into this field. If you want to change the filter expression, you can either manually enter the subject or author on which you want to filter, or you can use the following buttons to have Agent automatically insert the subject or author of the currently selected message.
 - a. **Paste Subject** - Press this button to add a subject filter.
 - b. **Paste Author** - Press this button to add an author filter. Below this button is a drop-down list, where you can choose exactly how the author information will be entered. Your choices are:
 - *Name only* (e.g., author: John Smith), or
 - *Address only*, (e.g., author: jsmith@anyco.com), or
 - *Entire field* (e.g., author: jsmith@anyco.com John Smith)Note: the *Paste Subject* and *Paste Author* buttons are active only if you create a filter directly from a selected message. If you create a filter from scratch, these buttons will not appear. See the section, "Filter Expressions", in this chapter, for details on creating correct filter expressions.
 - c. **Lower Case** - Press this button to convert all text in the *Search For* field to lower case. This ensures that Agent will filter on all instances of the subject or author, no matter whether the retrieved headers use upper case, lower case, or a mixture of the two.
2. **Kill action** - Select the default Kill action for your filters. The options are:
 - a. *Delete* - Agent will not retrieve the header at all.
 - b. *Mark read* - Agent will retrieve the header, but mark it read.
 - c. *Ignore thread* - Agent will retrieve the header, but mark its thread ignore  and mark the message read.

3. **Watch action** - Select the default Watch action for your filters. The options are:
 - a. *Retrieve body immediately* - Agent will retrieve the message body immediately .
 - b. *Mark for later retrieval* - Agent will mark the message for later retrieval .
 - c. *Watch thread* - Agent will watch the entire thread  and mark the message for later retrieval.
4. **Keep** - Check this box if you want Agent to permanently keep  any message retrieved when the filter action is anything other than *delete*.
5. **Scope** - Select Global if you want the filter to apply to all groups, or select Group: <newsgroup> if you want the filter to apply only to the current group.
6. **Priority** - Enter the priority for the filter, between 0 (lowest) and 1000 (highest). If a message matches the expression for more than one filter, the filter with the highest priority will be applied.
7. **Disable filter** - Check this box to temporarily disable the filter.
8. **Expire this filter after** - Check this box if you want the filter to be automatically deleted after either a fixed number of days after the filter was created (enter the number of days) or a fixed number of days after the filter last was used (enter the number of days and check the *Of Inactivity* box.)
9. **Apply filters to group immediately** - Check this box to apply all filters to the selected group as soon as you close the dialog box. Check "This message only" to restrict application of the filter to the selected message. (This checkbox only appears if you are creating the filter from an existing message.)

The Add Email Filter Dialog



As mentioned above, this dialog is very similar to the “Add Usenet Filter” dialog. However, you can use this dialog to instruct Agent to automatically file email messages in folders and to remove email messages from your POP server.

Note: to define the default settings for email watch and kill filters, use the *Options*→*Inbound Email*→*Watch* and *Options*→*Inbound Email*→*Kill* tabs.

Here are the options for using this dialog box:

1. **Filter Expression** - Enter the expression that tells Agent what to look for in determining if a message will match the filter. If you’re creating a filter from an existing email message, Agent inserts the Any-Sender field followed by the author of the selected message. Note: Any field name you enter is legal, as well as the special names “any-sender” and “any-recipient”. If you want to change the filter expression, you can either manually enter the change (see the section, “Agent’s Expression Language”, on p. 75 for details on how to do this), or you can use the


following buttons to have Agent automatically insert the proper field, in the proper format, from the currently selected message.

- a. **Paste Field** - Press this button to open the Paste Field dialog box. From this dialog box, select the field that you want pasted into the "Filter Expression" box.


Note: the *Paste Field* button is active only if you create a filter directly from a selected message. If you create a filter from scratch, this button will not appear. See the section, "Filter Expressions", in this chapter, for details on creating correct filter expressions.


- b. **Lower Case** - Press this button to convert all text in the *Search For* field to lower case. This ensures that Agent will filter on all instances of the filter expression, whether the retrieved headers use upper case, lower case, or a mixture of the two.

2. **Kill action** - Select the default Kill action for your filters. The options are:

- a. *Delete* - Agent will delete the message, not filing it in a folder.
- b. *Mark read* - Agent will file the message in the specified folder, marking it read.
- c. *Ignore thread* - Agent file the message in the specified folder, mark its thread ignore  and mark the message read.

3. **Watch action** - Select the default Watch action for your filters. The options are:

- a. *Retrieve* - Agent will retrieve the message, file it in the specified folder, and mark it unread.
- b. *Watch thread* - Agent will file the message in the specified folder, watch the entire thread  and mark the message unread.

4. **Keep** - Check this box if you want Agent to permanently keep  any message retrieved when the filter action is anything other than *delete*.

5. **File in Folder** - Select the folder into which you want a message that matches this filter to be filed. If you don't want to use any of your existing folders, click the "New Folder" button to create a new folder.

6. **Do not leave on server** - If you have checked the global option "Leave on server" on the Checking Mail tab of the Inbound Email dialog

(Options menu), you can override the global option for the filter you're creating by checking this box. This is helpful for particular messages that you always want to remove from the server. You will find this option to be useful, too, when you are receiving email at two sites (e.g. at work and at home).

7. **Priority** - Enter the priority for the filter, between 0 (lowest) and 1000 (highest). If a message matches the expression for more than one filter, the filter with the highest priority will be applied.
8. **Disable filter** - Check this box to temporarily disable the filter.
9. **Expire this filter after** - Check this box if you want the filter to be automatically deleted after either a fixed number of days after the filter was created (enter the number of days) or a fixed number of days after the filter last was used (enter the number of days and check the *Of Inactivity* box.)
10. **Apply filters to folder immediately** - Check this box to apply all filters to the selected folder as soon as you close the dialog box. Check "This message only" if restrict the filter activity to the selected message. (This checkbox only appears if you are creating the filter from an existing message.)

Managing Your List of Filters

As you begin to create filters for news and email messages, you will more than likely want to review the filters you've created, perhaps edit them, even delete them if you have not set your filters up for automatic deletion. You can do all these things from the *Usenet Filters* and *Email Filters* windows.

To view your existing filters:

1. Select *Window*→*Open Usenet Filters* or *Window*→*Open Email Filters*.
2. Select the way you want to view your filters. To do this, open the Select View dialog. You can open this dialog by choosing *Filter*→*Select View* or by clicking header bar for the window. Note that the current view selection criteria are displayed in the header bar.

To Add, Change or Delete Filters

From the Usenet Filter or Email Filter window you can do the following. Each option is available from the *Filter* menu or from a toolbar button.

Add a New Filter - this is how you create a filter from scratch, as described earlier on p. 68.

Add a Copy of a Filter - the Add Filter dialog will appear and you can make any changes you want to an existing filter and save the changes as a new filter.

Edit a Filter - the Edit Filter dialog will appear and you can make any changes you want to the filter, then save the filter with these changes.

Delete a Filter - the filter will be removed. Selecting *Filter*→*Confirm Deletes* will instruct Agent to get your approval whenever you try to delete a filter.

Agent's Expression Language

When creating Usenet and email filters, or when performing global searches, you can use Agent's expression language to tailor the criteria Agent uses when searching for a match. Many times, all you'll need to do is use one of the handy "Paste ..." buttons on the filter or global search dialog. Other times, though, you'll want to form a very specific expression so Agent will know exactly what you're looking for.

Note: You may want to jump ahead to the section Usenet Filter Examples (p. 79) or More Filter Examples (p. 86), to see what you can do using Agent's expression language. Then you can come back to this section for specifics on constructing correct filter and search expressions.

Expressions consist of the following components:

- One or more terms (word combinations on which to filter or search)
- Optional operators (words with special meanings used to combine terms)
- Optional qualifiers (symbols used to restrict the scope of filters or searches)

Agent's expression language is versatile. You can either create solely word-based expressions (to get the best performance), or you can also include "regular expression" phrases (a more sophisticated expression form developed by UNIX users). Although regular expressions are less straightforward than using simple word-based expressions, they're much more powerful.

Words, Phrases, and Case Sensitivity

The simplest expression is a single word. You can combine individual words to form phrases. Finally, you can use operators, such as "and" and "or" to combine phrases into complex boolean expressions. When matching a

phrase, Agent ignores all spaces and punctuation in both the filter expression and the message being tested. Punctuation and whitespace are treated as a single space. Thus, the following expressions are identical:

Mark F. Sidell <m.sidell@forteinc.com>

Mark F Sidell m sidell forteinc com

Mark-F-Sidell-m-sidell-forteinc-com

When words in the filter expression contain all lowercase letters, matching is case-insensitive. However, you can force an exact, case-sensitive match by capitalizing one or more letters in the word. For example:

subject: shell

will match shell, Shell, sHell, or ShELI found in message subjects.

To force a case-sensitive match, capitalize one or more letters in the word, such as:

subject: Shell

This would only match Shell.

Operators in Expressions

The three operators used to combine terms in an expression are “and”, “or”, and “not”, which have the following special meanings:

and Agent must find all of the phrases separated by “and” in order to match the expression. (The character “&” can be used in place of the operator “and” in any expression.) For example,

subject: green apples and oranges

matches a subject that contains both the phrase "green apples" and the word "oranges".

or Agent needs only to find one of the words separated by “or” in order to match the expression. (The character “|” can be used in place of “or” in any expressions.) For example,

subject: apples or juicy oranges

matches a subject that contains either the word "apples" or the phrase "juicy oranges".

not Agent must find no occurrences of the specified word or phrase. (The character “!” can be used in place of “or” in any expressions.) For example, the expression

subject: apple and not pies

matches all subjects that contain the word apple, but do not contain the word pies.

You can have Agent treat any operator as normal text by placing quotes around the word (i.e., "and", "or", "not"). This might be helpful if, for instance, the word "and" is an integral part of a subject in a filter you're adding. For example, to match the phrase "this and (that)", you can use any of the following expressions:

this "and" that

"this and (that)"

this "and" "(" that ")"

Note: When you use any of the Paste Field buttons, quotes are automatically placed around any operators that are part of the field.

If you include more than one operator in an expression, Agent evaluates them in the following order, highest priority to lowest priority:

not

and

or

You can change the precedence by using parentheses (...). For example.

subject: pink or rose and not author: tsmith

tells Agent to match any message for which the subject contains the word pink, or match any message that contains rose in any field for which the author does not contain the word tsmith.

But

subject: (pink or rose) and not author: tsmith

means match any message for which the subject contains the word pink or rose and the author does not contain the word tsmith.

In addition to "and", "or", or "not" the following operators are used in filter expressions:

- * The wildcard character (asterisk), when appended to a word in the filter expression matches any word in the message that begins with the word in the expression. For example, com* matches "command", "comment" or any other word that begins with "com".

[l,h] To match a range of line counts, enclose the lowest and highest numbers in the range (separated by a comma) in square brackets. A "*" in place of one of the numbers is a wildcard. For example, [*,10] matches all messages with no more than 10 lines, and [15,*] matches all messages with at least 15 line.

% The percent character means that the following term should be case-sensitive.

= An equal sign that precedes any term in an expression means that Agent must find an exact match of that term. When the = operator is applied to a subject field, Agent first removes any "Re: " prefixes before performing the match. For example, the filter

```
subject: =testing
```

matches both "testing" and "Re: testing". But, it does not match "more testing", since the = operator requires an exact match of the entire field. If you want to force Agent to do an exact match, but also include re: in the match (for responses), you can do something like the following:

```
subject: re and =apple
```

This filter will match only subjects which contain (exactly) apple and which also contain re.

Expression Qualifiers

In general, Agent searches as much of the message as possible for the words or phrases in the expression. How much of the message is searched depends on the type of search (Usenet, email, or global search). You can use expression qualifiers to limit the search to selected fields.

If a search expression contains no qualifiers, the follow items are searched:

Usenet Filters: The Subject and Author fields only (and not the message body)

Email Filters: All header fields (and not the message body)

Global Search: All header fields and the message body

To limit the search to a particular message field, use a qualifier prefix, which is the name of the field to be searched, followed by a colon. For example:

```
subject: testing
```

searches just the subject field for the word "testing", while

```
subject: testing and from: tom gold
```

searches just the subject field for the word "testing" and just the from field for the phrase "tom gold". Thus, it matches only those messages for which the subject contains the word "testing" and the from field contains the phrase "tom gold".

Usenet, email, and global search expressions all allow different qualifiers.

Usenet Filters may contain the qualifiers "subject:", "author:" and "from:".

Email Filters may use the name of any header field as a qualifier. For example, you match all messages posted with Agent with the expression:

x-mailer: forte agent

In addition, email filters may use the following special qualifier words:

any-sender: matches any of these fields: From, Apparently-From, Sender, Reply-To, or X-Sender.

any-recipient: matches any of these fields: To, Apparently-To, Cc, or Bcc.

Global Search expressions allow all of the qualifiers allowed by email filters, and the following additional qualifiers:

body: matches the text sections of the message body. In other words, it matches all of the text that you would normally read in the message if you are not viewing the raw, unformatted message.

raw-body: matches the complete, unformatted body of the message, including sections containing binary attachments and images.

Usenet Filter Examples

Before proceeding with more details on constructing expressions, the following examples should help you see how easy it is to create powerful filters. These examples illustrate filters for Usenet messages, but remember, the mechanism is just the same for email messages.

Scenario: You are an aviation enthusiast interested in knowing more about blimps. You have subscribed to the group **alt.aviation.methods** and want to create a Usenet Filter to tell Agent to retrieve all messages about blimps in that group.

1. **A simple watch filter and a wild card** - Highlight a message header about blimps (e.g., "How Does a Blimp Fly?"). Bring up the Add Usenet Filter dialog box and complete the following fields as shown:

Filter Expression:: subject: blimp*

Watch Action: Retrieve Body immediately

Important! Be sure to enter the generic format `blimp` (all in lower case letters). Filters are case-sensitive. Thus, the entry `Blimp` only matches headers containing **Blimp** (with an initial capital letter), while the generic format `blimp` matches all instances of the word (e.g., **blimp**, **Blimp**, **BLIMP**, or **Blimp**).

To catch all plurals as well, you need to add a wildcard character "*" to your expression. So, `subject: blimp*` will retrieve headers containing all the singular forms of `blimp` shown above, as well as the plurals (e.g., **blimps**, **Blimps**, **BLIMPS**, or **Blimps**). Note: If you just enter `blimps`, only the plural forms of the word will be used for matching.

2. **A filter to restrict the size of messages** - In addition to the criteria in example 1, if you only want to see messages about blimps that are 100 lines or less, you should modify the expression, using the "and" operator and a line range argument in your expression, as shown.

```
subject: blimp* and [*,100]
```

3. **A filter to screen out unwanted authors** - Now say, in addition to the above, that you want to filter out any messages by an obnoxious author named Rocco. You can modify the expression using the "and" and "not" operators and the name of the author:

```
subject: blimp* and [*,100] and not author: rocco
```

4. **A filter to "filter on" a second subject** - If you also want to learn about airships as well as blimps (using the previous criteria), you might want to modify the expression using the "or" operator and parentheses to establish precedence:

```
subject: (blimp* or airship*) and [*,100] and not author: rocco
```

5. **A filter that reduces clutter** - In addition to the previous criteria, you can tell Agent not to retrieve anything else by creating a kill filter with a lower priority level. The settings for the new kill filter should be as follows:

Filter Expression: `subject: *` (all headers will be evaluated)

Kill Action: Delete

Scope: Group: alt.aviation.methods

Priority: 100 (Make this value lower than the watch filter. That way, Agent first retrieves the messages about blimps)

because the watch filter has higher priority, then this filter tells Agent to skip everything else.)

Try creating a couple of filters yourself. You can use these examples as a template, or you can be a little more adventurous and create something completely different based on the basic principles you've just learned.

Regular Expressions

The previous examples illustrate what are called word-based expressions for Agent filters. While these are both powerful and easy to use, sometimes you can't use them to get the precise behavior you might want. In this case, you may want to use what are called *regular expressions*.

Use Regular Expressions Only When Necessary.

Because of the extra computation required to evaluate regular expressions, it is recommend that you use them only when necessary, especially in Usenet and email filters, where the time required to evaluate filters can significantly affect online performance. If all you need to do is match words, then it is much faster to use Agent's simpler word-matching syntax. For example, the following word-based filter:

```
subject: this is a test
```

is much faster than this regular expression filter:

```
subject: { this is a test }
```

In general, you should find that you need to use regular expressions only if you need to:

- match punctuation characters that are not normally treated as "words".
- match text that appears inside of words.

How to Include Regular Expressions in Filter Expressions

Anywhere a sequence of words to be matched can appear in a filter expression, you can include a regular expression enclosed in {..} (curly braces). Here's an example of a regular expression, combined with a sequence of words to be matched, as well:

```
subject: (this is a test and {[0-9]+})
```

This example matches any subject containing the phrase "this is a test" AND a regular expression consisting of any sequence of one or more digits.

Rules for Writing Regular Expressions

Atoms

The simplest regular expression is called an "atom". An atom can be any of the following:

- Any character that doesn't otherwise have special meaning. For example, the letter "a" is an atom that matches "a" or "A" in the field being tested.
- The . (dot) character. A dot matches any character.
- The ^ (carat) character, which matches the beginning of the field being tested.
- The \$ (dollar sign) character, which matches the end of the field.
- The \ (backslash) character, followed by any character. You can use backslash to "quote" characters that otherwise have special meaning. For example, to match the literal character ".", you would write "\.". Without the backslash, the "." would match any character, not just ".".
- A more complex regular expression enclosed in parentheses (...).
- A "range" of characters, enclosed in [...] square brackets. A range is defined according to the following rules:
 - a. A range may be a simple list of characters. For example, the range [qwerty] matches a single occurrence of any of the characters q, w, e, r, t, or y.
 - b. A range may be a character range, specified as x-z. For example, the range [0-9] matches a single occurrence of any character in the range 0 through 9.
 - c. More complex ranges may be built with the previous two rules. For example, the range [a-z0-9] matches any letter or digit. (Remember that Agent's regular expressions are normally case-insensitive. That's why you don't need to include A-Z in the range.)
 - d. If a range begins with a ^ character, it matches any character not in the specified range. For example, the range [^a-z0-9] matches any character that is not a letter or a digit.
 - e. To include the characters ^, [,] , or - inside a range as literals, prefix them with a \ backslash. For example, the range [^\^]] matches any character that is not ^ or].

Controlling the Extent of an Atom's Match

You can modify an atom by following it with special operators that control how much of the field the atom should match. The special operators are:

- * This matches a sequence of zero or more matches of the atom. For example, the expression `{a*}` matches zero or more occurrences of the letter a.
- + This matches a sequence of one or more matches of the atom. For example, the expression `{[0-9]+}` matches one or more digits.
- ? This matches zero or one occurrence of the atom.

For example,

`{ab(c)*}` matches the letter "a", followed by the letter "b", followed by zero or more occurrences of the letter "c". Thus, it matches "ab", "abc", "abcc", etc.

while

`{(abc)*}` matches zero or more occurrences of the sequence "abc". Thus, it matches nothing, or "abc", or "abcabc", or "abcabcabc", etc.

Concatenating Atoms

You can concatenate atoms to form more complex sequences to be matched. Here are some examples:

`{forte}` matches the sequence consisting of "f", followed by "o", followed by "r", followed by "t", followed by "e".

`{a?b}` matches zero or one occurrences of the letter a, followed by one occurrence of the letter b. Thus, it matches "ab" and "b".

`{[0-9]+/[0-9]+}` matches one or more digits, followed by a "/" character, followed by another sequence of one or more digits.

`{foo(bar)*}` matches the sequence "foo", followed by zero or more occurrences of the sequence "bar". Thus, it matches, "foo", "foobar", "foobabar", "foobarbarbar", etc.

`{^foo.*bar}` matches the sequence "foo", followed a sequence of zero or more occurrences of any character, followed by the sequence "bar". In addition, the ^ requires that the match occur at the beginning of the field.

Alternative Matches

You can specify alternative matches, by combining sequences of atoms with the | operator. For example,

`{a|b}` matches either the letter "a" or "b".

{foo|bar} matches either the sequence "foo" or the sequence "bar".

Filter Operators Applied to Regular Expressions

You can apply the filter operators = (match entire field) and % (case-sensitive) to regular expressions in the same way that you can use them with word phrases.

If a regular expression is preceded by =, Agent must match the entire field. For example, the following filter:

```
subject: ={begin.*end}
```

matches any subject that starts with the characters "begin", ends with the characters "end" and contains any characters in between.

As with word phrases, when the = operator is applied to a subject field, Agent first removes any "Re: " prefixes before performing the match.

The % operator causes the entire regular expression to be case-sensitive. Otherwise, regular expressions in Agent filters are case-insensitive. For example, the filter

```
subject: % {[A-Z]+}
```

matches a subject containing a sequence of one or more CAPITAL LETTERS.

However, the filter

```
subject: {[a-z]+}
```

matches a subject containing a sequence of one or more letters, in any combination of lower-case or CAPITALS.

Example: How To Filter Out Unwanted Email

Are you being inundated with unsolicited commercial email (UCE) and other offensive messages? These types of messages, commonly referred to as "spam", are a major annoyance to many users. Here's a procedure you can use to help control the flood of unwanted email.

1. Set up three folders, as follows:
 - Create one folder for email that you know you want to receive. You might call it "inbox". (Of course, you could create multiple folders to further categorize messages that you want to save.)
 - Create a second folder for UCE/spam. You could call this folder "trash". (Alternatively, you could configure your filters to delete

spam immediately upon receipt. The only problem with that approach is that you might inadvertently delete a message that you really wanted to keep.)

- Create a third folder for mail that has not yet been categorized. You could call this folder "uncategorized" or "to be sorted".
2. Next, configure Agent's default email filter settings to use the three folders:
 - On the *Options*→*Inbound Email*→*Folder* tab, select the default folder to be your "uncategorized" folder. This will cause all email that is not processed by any other filter to be placed there.
 - On the *Kill* tab, set *File in Folder:* to your "trash" folder. You will probably find that the other dialog settings are already appropriate.
 - On the *Watch* tab, set *File in Folder:* to your "inbox" folder.
 3. When you first start receiving email, all new messages will get filed in the "uncategorized" folder. After you receive a batch of new messages, scan through them to decide how you want messages from the same senders to be processed in the future.
 4. For spam messages, press Ctrl+K to create a kill filter using the *Add Email Filter* dialog box. The default filter settings will create a filter that will place all future messages from that sender in your "trash" folder.

By default, the kill filter will match the sender's complete email address. That will often be appropriate. However, you might want to modify the filter if you want to match *any* messages from that domain. For example, if you receive a message from "great-offer@savetrees.com", you could choose to trash all future messages from any address at the "savetrees.com" domain. To modify the filter to match just the domain, press the Paste Field button, highlight the "Any-Sender (Domain only)" entry, and press OK. (Of course, you could achieve the same result by manually editing the match expression; using the Paste Field button is just faster.)

Note that many times spam mail is not directly addressed to you, that is, it does not have your actual address as the value in the "To:" field. One handy way to eliminate this type of spam is to create a kill filter that will match any message that does NOT contain your actual address. Here's an example for a user named Jane Doe:

not any-recipient:janedoe@abc.com

This will work for most spam. However, you may find that your own mail system inserts an Apparently-To field into messages that are missing a To: or Cc: field. The "any-recipient" filter matches the Apparently-To field. If you'd prefer to have a filter that does not match that either, try the following example:

not to: janedoe@abc.com and not cc: janedoe@abc.com

5. For messages from senders you know and want to receive messages from in the future, press Ctrl+W to create a watch filter containing those individuals addresses, for example:

from: (tsmith@acme.com or hank.lloyd@zsu.edu)

6. When you create either a kill or watch filter, you can check the *Apply filters to folder immediately* option to cause Agent to reroute all matching messages immediately. If you aren't sure that you want to reroute *all* matching messages in the folder, you can check *This message only*.

As you define more kill and watch filters, you will find that Agent will get better at automatically routing your email, and there will be fewer "uncategorized" messages that you have to deal with.

More Filter Examples

People create filters for a variety of different reasons. What follows is a sampling different expressions you might want to refer to when creating your own filters.

To isolate and remove unwanted messages

More than likely you receive unwanted messages of all sorts, from "get-rich-quick" schemes to offensive or sensitive subjects. Here are several examples of expressions used to "kill" this type of message:

1. To improve performance, you might want to combine a number of types of spam you wish to eliminate in one filter. As other key words that offend you pop up, you can always add them to the expression. Note that in the example below, the vertical bars are equivalent to the operator "or".

subject: (\$ | \$\$ | \$\$\$* | \$money* | sex* | porn* | xxx*)

2. To prevent Agent from retrieving message headers that start with characters such as !, \$, <, -, etc. (usually spam), use a filter like this:

subject: {^[^a-z]}

Since regular expressions in Agent are case-insensitive unless preceded by the % operator. This expression allow subjects which start with upper case letters, or those which start with lower case letters, or those which start with a quotation mark.

Here's how it works: The first "^" means, "match if the string is at the beginning of a line." The second "^" character, inside the brackets "[]", means "not these characters", i.e. "match any character that is *not* any upper or lower case letter or quotation mark."

To filter on a particular word

1. To match anything ending in "right", followed by a space or the end of the field, you can use the following expression:

```
{right( |$)}
```

This will match birthright, or forthright, or just right, but not righteous.

2. To match right anywhere in the subject, you can use the following expression:

```
{right}
```

This will match righteous or forthright or just right.

To eliminate "header-only" files with little or no body

[1,2]

Note that the lower range is 1, rather than 0. This is because some news servers fail to add a line count to messages, causing all messages to have a count of zero.

To prevent retrieving headers that use ALL CAPS

Create a filter that matches subjects with all capital letters. Use the filter to either delete all matching messages or place them in a "trash" folder.

```
subject: =%{[^a-z]+}
```

Remember that regular expressions in Agent are case-insensitive unless preceded by the % operator. The % operator is needed here so that the filter will exclude subjects which have upper case letters but no lower case letters, as well as those with no letters at all.

Here's how this expression works:

The equals sign "=" means "must match entire field". In other words, the field must consist entirely of characters that are not lower-case letters. The

expression “[^a-z]” means "match any character that is *not* a lower case letter." Finally, the plus sign “+” means "there must be one or more of the preceding characters in the field."

A Final Example: How To Optimize Agent For Use At Two Sites

This example shows how you can combine preferences for retrieving email (see p. 63) with email filters to fine tune your use of Agent at work and at home.

Say you have a single POP box and you use Agent as your email program both at work and at home. Since you only have a single address, you receive both personal and professional email into the same POP box, and you might receive either type of mail at either location on any day of the week. You'd like to get your work email at work, and your personal email at home. First, check the *Leave messages on server* and the *Until retrieved at both of my sites* options on the *Options*→*Inbound Email*→*Checking Mail* tab. This way you'll get your professional and personal messages both at work at home, and Agent will automatically remove them from the server when they've been received at both sites.

Now tell Agent to selectively retrieve certain kinds of messages in one location but not the other. For example, say you receive a newsletter that is related to your work and you're never interested in receiving it at home. On your copy of Agent at work, create an email watch filter that retrieves the message, files it in a folder of your choice, then removes the message from the server. (Do this by checking the "Do not leave on server option" when you create the filter.) On your copy of Agent at home, create an email kill filter for this same message (using any field appropriate to recognize the message), setting "delete" as the kill action. Make sure you do *not* check the *Do not leave on server option*. If you do, you'll never get the message at work if you first see it at home. Follow the same steps for other email, personal or professional, until you get the balance you want between what you receive at work and what you receive at home.

Viewing Messages

If there is one certainty in life, it's the fact that everyone has their own way of viewing things. What works well for one may not for another. Agent understands this and has built in features that allow you to change how Agent displays messages to best suit your tastes and needs.

Sorting Messages

In the Message List pane, you can sort messages by thread, subject, author, date, or size. You can have a different sort for each group and, whenever you start a new session, Agent always remembers the last sort you used for each group.

To sort messages:

Below are equivalent options. Choose the one that's easiest for you:

Menu option: Select a sort type on the *Group*→*Sort Messages by* flyout menu.

Mouse option: In the Message List pane, click the column header label identifying the sort (e.g., *Date*).

Using the menu option, you can select multiple groups/folders from the Groups/Folders pane, then choose the desired method to sort all of them at once.

Using the mouse option, you can sort by thread or size by clicking the leftmost column until *Thread* or *Size* appears in the column label

Agent displays the most recent messages at the bottom of the Message List pane, when sorted by date and the largest messages at the bottom, when sorted by size.

To change the order of the date and size sorts:

1. Select the *Options*→*General Preferences*→*Message List* tab (shown below).
2. Check the *Date sorts descending* and/or *Size sorts descending* box.

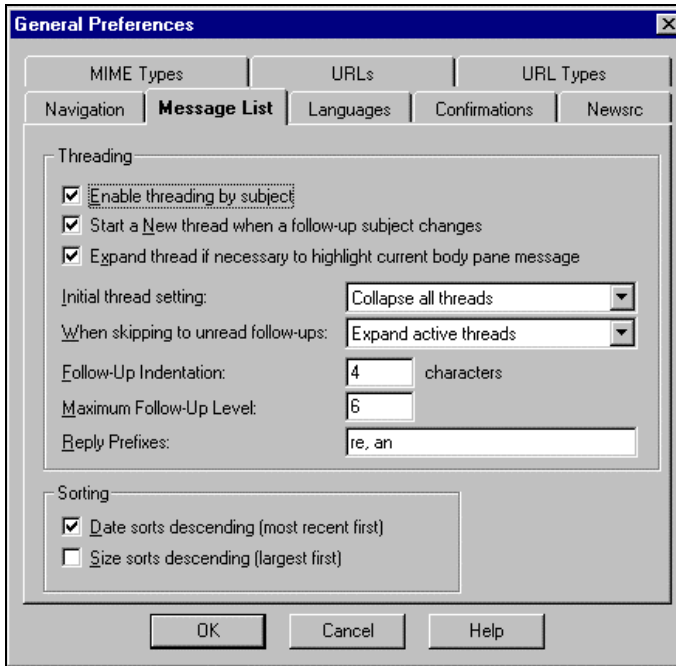
You must re-sort the group or folder after checking or unchecking these boxes for the changes to take effect.

Changing the Way Threads Display

In addition to sorting your message headers, you can fine tune the way the threads are viewed in the Message List pane.

To define how threads display:

Select the *Options*→*General Preferences*→*Message List* tab to see the following settings affecting how threads display.



The options in the *Threading* section are described in the following table:

Choose this option...	...to have Agent do this.
<i>Enable threading by subject</i>	Include <i>messages</i> with the same subject under the same thread, even if the follow-up <i>message</i> does not contain a valid reference to the original. Note: People frequently mispost responses. This option helps match follow-ups with the message to which they are responses
<i>Start a New thread when a follow-up subject changes</i>	Create a new thread when a follow-up <i>message's</i> subject is different than the main <i>message's</i> subject. (When this option is unchecked, Agent attaches follow-up messages to the original, even if the thread's subject changes.)
<i>Expand thread if</i>	Expand the thread in the Message List pane so that the


<i>necessary to highlight current body pane message</i>	current message is visible.
Choose this option...	...to have Agent do this.
<i>Initial thread setting</i>	Show the thread in the selected state whenever you open Agent (e.g., all threads collapsed)..
<i>When skipping to unread follow-ups</i>	Show the selected thread state when you skip to an unread message. Two additional notes: If you use one of the View navigation options and the current setting is <i>Do not expand</i> , then <i>Expand active threads</i> is used. Also, the <i>View Next Unread Message Body</i> option on the Navigate menu always expands the thread, even if the message is the first message in the thread.
<i>Follow-Up Indentation</i>	Indent all follow-up messages the specified number of spaces (in characters) from their parent in the Message List pane.
<i>Maximum Follow-Up Level</i>	Show up to the specified maximum number of response levels. Any responses deeper than this appear at the most indented level.
<i>Reply Prefixes</i>	<p>This is a list of all the prefixes Agent will recognize. Agent uses this prefix when processing message subjects. There are times when Agent needs to identify and remove the reply prefix "Re:". By convention, most people use "Re:" to signify a reply. However, other languages use different prefixes for the same purpose as "Re:". In this entry box, enter any prefix not on the list that you want Agent to recognize. Prefixes can be separated either by a space or comma. Also, when Agent searches for prefixes, the match is case-insensitive, so it doesn't matter whether you enter prefixes in upper or lower-case.</p> <p>Note: Agent always assumes that a reply prefix ends with a ":" colon, so you should not include colons in the prefix list.</p>

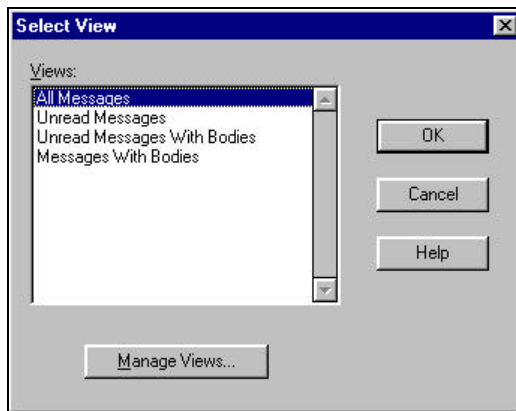
Creating and Using Views In The Message List Pane

Agent allows you to specify exactly the types of messages to be viewed in the Message List pane and in your folders (e.g., *Unread messages*). In either case, the selection is global (i.e., the view applies to all groups or to all folders). If you don't see the exact view you want, you can create your own.

Note: Sometimes a view may not display all messages in a thread. For example, you may set your view so you see only unread messages and some messages in a thread are read. If you want to see everything in the thread, highlight the thread and use the command *Navigate*→*Show Full Thread*. This is a temporary command, showing the full thread only as long as you remain in the current Message List pane using this view.

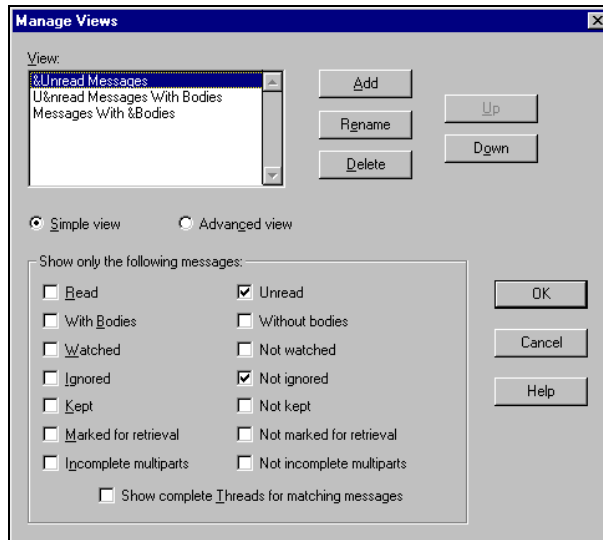
To select views on the fly, use any of the following methods:

- Open the *Group*→*View Messages* flyout and select a view.
- On the Message List pane header, left click the binoculars  icon and the *Select View* dialog box appears, from which you can select a view.
- Hit the “V” key and the *Select View* dialog box appears, from which you can select a view.



To create a custom view, use either of the following methods:

- Open the *Group*→*View Messages* flyout and select *Manage Views*.
- In the Groups/Folders pane, right click a group or folder and a context menu will appear. On the context menu, open the *View Messages* flyout and select *Manage Views*.

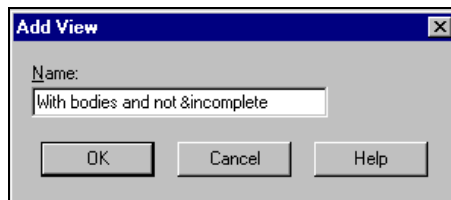


You can use the Manage Views dialog box to create and add views to the list of defined views, or to rename or delete existing views in the *View* list. Agent is entirely flexible, allowing you to create simple or complex views. Here's how it works.

For a simple view:

1. Make sure *Simple View* is selected. Then press the Add button to bring up the Add dialog box and enter the name of your new custom view.

Note: You can create a keyboard shortcut to the new view by adding the ampersand (&) character before the desired shortcut character in the view name. The "&" tells Agent to underline the following character when the name appears on the View menu and make that character a keyboard shortcut.



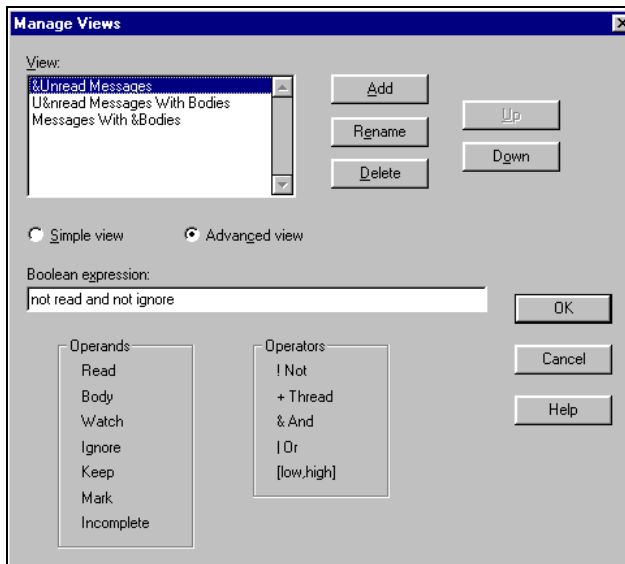
2. When you press OK on the Add View dialog, the name is added to the Views list and is the current selection.

- Now select all the message attributes that will apply to the view and press the OK button on the Manage Views dialog box. Whenever you select this view in the future, the selected attributes apply.

To define more complex views, select *the Advanced view* option. When this option is selected, a *Boolean expression* field appears where you can enter an argument that defines precisely what you want to show in your new view. (See the figure on the following page.)

Using Boolean Expressions to Create Complex View Filters

Earlier in this chapter you were introduced to boolean expressions as word based phrases that pose conditions. These conditional phrases consist of two parts: operands and operators. When you enter an expression in the *Boolean expression* field (see the following figure), Agent uses that expression each time you retrieve new headers, checking for that defined condition. This condition then determines which messages will appear in the Message List pane.



Expression operands

The expression operands are conditions that can be tested. They are:

- Read (as in messages that have been read)
- Body (as in message body)

- Watch (as in watch a thread)
- Ignore (as in ignore a thread)
- Keep (as in prevent a message from being deleted or purged)
- Mark (as in mark a message for later retrieval)
- Incomplete (as in multipart messages with missing parts)

Expression operators

The expression operators that affect how the conditions are tested are listed below, in order of priority. Use the word or symbol, whichever you prefer:

- not (or the equivalent symbol !)
- thread (or the equivalent symbol +)
- and (or the equivalent symbol &)
- or (or the equivalent symbol |)
- [low,high]

While the "not", "and", and "or" operators are self-explanatory, "thread" specifies that if the condition that follows is true, the complete thread containing the message that matched the condition should be displayed. Also, "[low,high]" allows you to specify a range of lines in messages (e.g., [50,*] specifies messages that are 50 lines or more).

Examples of simple expressions

not read and body - Agent will display all unread message with bodies.


not read and not incomplete - Agent will display all unread messages that are complete.

!read | keep - Agent will display all messages that are unread or kept.

Examples of advanced expressions

You can also create advanced compound expressions, using more than one phrase. To establish precedence, you can surround one of the phrases with parentheses (...), which changes the order in which Agent will evaluate the phrase. The following examples are compound expressions that use different operands and operators to create unique views:

not read or thread (not read and watch) - Agent will display all unread messages. Also, for all unread messages in watched threads, display the complete thread.

(thread (watch and keep)) & (not read and body) - Agent will display only unread messages in threads that are both watched and kept (i.e., preceded by the *Keep* icon )

!ignore & !read & !incomplete & [50,*] - Agent will display all messages that are not ignored, that are unread, that do not have incomplete body attachments, and that are a minimum of 50 lines.

Note: When you switch from a simple to advanced filter on the Manage Views dialog box, Agent displays the boolean expression that is equivalent to the simple filter that was defined. When you switch back, Agent attempts to display the simple filter that is equivalent to the boolean expression. But, since expressions can define filters that cannot be defined in the simple way, the resulting simple filter may not be an exact match. Agent will warn you when you do this.

Changing How Message Bodies Display

For more details, see page 182.

Display preferences - You can use the *Options→Display Preferences Messages* tab to modify the appearance of message bodies, including:

- Tab spacing (the number of characters tabbed text is indented)
- Quoted text markers (the characters indicating quoted text in a message)
- Dividers between sections of a message body
- How URLs display (color, underlining, highlighting)

For more details, see page 188.

Word wrapping - Agent also has a *Word Wrap* option on the *Message* menu that allows you to optimize the way message bodies are viewed. Using this option is particularly helpful when you receive messages with very long lines that do not fit on your screen. Agent will automatically wrap the text in such messages so that all of the text is visible in the display window.

For more details, see page 189.

Message details - You have the option in Agent to show or hide all the finer details about a retrieved message (e.g., author, subject, date, total lines.) You can also view a message in its formatted or unformatted (raw) state.

For more details, see page 184.

Changing fonts - Agent allows you to specify message text to suit your own needs and preferences. You select the display fonts using the *Options→Display Preferences→Fonts* tab.

ROT13 Text

When viewing a message body, you might see text that looks like gibberish (see example on next page). When you see something like "V'ir gelrq gb qtxaybnq SERR NTRAG sebz gurve JJJ cntr.", chances are that the text has been encoded with a scheme called ROT13.

To better illustrate the point, the phrase "Hello World" encoded with ROT13 looks like this: "Uryyb Jbeyq". ROT13 encoded text cannot be read without first decoding it. Agent supports both ROT13 encoding and decoding.

Here's what you do:

To encode a ROT13 message:

1. Highlight the text to encode.
2. Select *Edit*→*Apply ROT13* (or press CTRL+3). Agent will encode the highlighted text. Once encoded as ROT13 text, the message cannot be read without first decoding it.

To decode a ROT13 message:

1. Highlight the encoded text.
2. Select *Edit*→*Apply ROT13* (or press CTRL+3).

When you decode text in a message you have retrieved, the decoding only affects your display. If you return to this message later, you will again see the encoded, original text.

Encoding text in a message you're creating affects the actual text. If you post the message, other people will see it with the text encoded.

Finding Messages

As you work with Agent, you likely will begin to accumulate a large number of both news and email messages. There will be times when you need to find a specific message, or several messages about a certain topic or from a certain author. Agent provides tools to help with just such a need.

Find / Find Next

When working in a single group or folder, use the Find function to search for messages whose subject or author fields contain a particular text string.

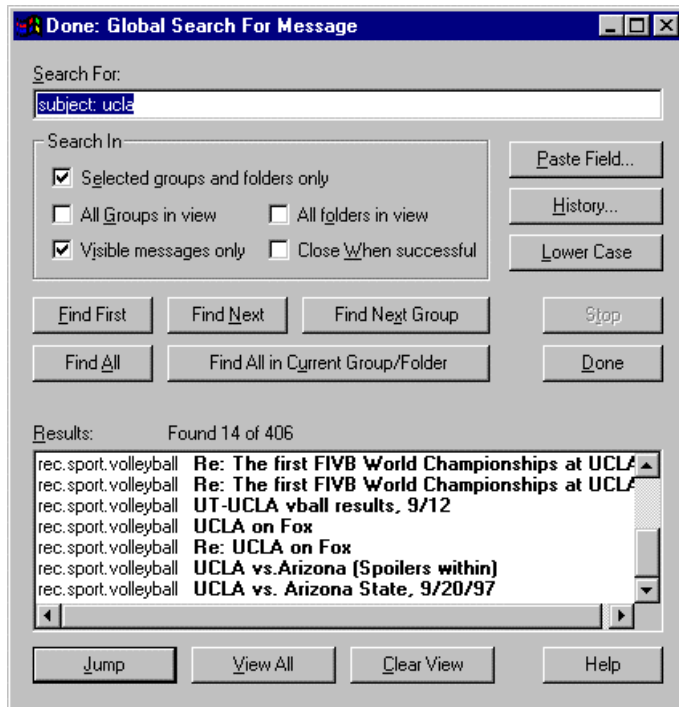
To find a message matching a simple text string

- a. Set Agent's focus to the Message List pane of the group or folder where you want to find the message. You can do this by selecting any message in the list.
- b. Select *Edit*→*Find* (or enter Ctrl+F).
- c. When the Find Message dialog appears, enter any part of the subject or author for which you want to search.
- d. Click the *Find First* button to find the first message in the list containing the text you entered. Press *Find Next* to find the first message below the currently selected message which contains the desired text in the subject or author field. In either case, the dialog box will disappear and you will be positioned on the found message.
- e. If the found message is not the one you want, select *Find Next* (or enter F3) to find the next message containing the text you entered.

Global Search

Often, a simple “find” operation isn't enough. You may want to search the body of a message for a text string, or you may want to search for messages across several groups or folders. In such cases, you want to use Agent's global search feature.

To perform a global search for messages in Agent, select *Edit*→*Global Search* (or enter Ctrl+G). The Global Search For Messages dialog will appear.



Using this dialog, you will execute the search in four easy steps:

1. Tell Agent what to search for.

Search For - enter the search expression in this entry box. Global Search expressions are the same as Usenet and email filter expressions: that is, either word-based expressions or regular expressions can be used.

- If you don't specify any fields in the expression, Agent searches all fields and the message body.
- If you enter the field "body:", Agent searches the formatted message body (i.e., the text you see on the screen when "Show Raw Message" on the Message menu is not selected).
- If you enter the field "raw-body:", Agent searches the complete raw body of the message (excluding headers).

Here's an example: `subject:testing and body: {some regular expression}`

Note: Any field name you enter is legal, as well as the special names "any-sender", "any-recipient", "body", and "raw-body".

For body searching, regular expressions are line-based. That is, a regular expression search matches a line at a time and cannot search for text that spans multiple lines. Word based searching spans multiple lines. Note: Lines refer to lines of text bounded by hard breaks, not word-wrapped lines as displayed on the screen.

Paste Field - press this button to open a Paste Field dialog box, to paste text from the message that is currently open in the associated Browser window.

History - press this button to open a dialog box that lists up to twenty of the most-recently used search expressions, for pasting.

Lower Case - press this button to make the text in the Search For entry box all lower case. This allows you to match all instances of your entry during a search.

2. Specify where you want Agent to look:

Search in Selected groups and folders only - check this box to have Agent search only the groups and folders that are currently selected (highlighted) in the associated Browser window. Note: You can move back and forth between the Browser window and this dialog. Thus, you can open a Global Search dialog box and then return to the Browser window to select different groups to search.

Search in All Groups in view - check this box to have Agent search all newsgroups that are visible in the Browser window. For example, if you have Subscribed Groups selected, Agent will search all subscribed groups.

Search in All folders in view - check this box to have Agent search all folders that are visible in the Browser window.

Search in Visible messages only - check this box to have Agent search only those messages currently being displayed in whatever message views you have selected for the Browser window. Note: Groups and folders can have different views. For the currently open group/folder, this means search whatever messages are currently visible in the group, not just those that are selected by the view. Keep in mind that it's possible for various events, such as receiving new mail, to cause messages to be temporarily added to a view.

Close when successful - check this box to have Agent close this dialog box when it is currently in focus and Agent has finished a successful search. When unchecked, Agent leaves the window open so that it can

easily perform additional searches. This option remains active while a search is in progress, in case you change your mind.

3. Indicate how you want Agent to go about finding messages.

Find First - press this button to find the first matching message and position the associated Browser window on it.

Find Next - press this button to find the next matching message, starting with the message after the message that currently has the focus in the associated Browser window.

Find Next Group - press this button to find the first matching group, starting with the group after the group containing the message that currently has the focus. Use this button to quickly search for a particular group or folder.

Find All - press this button to find all matching messages in all selected groups and folders.

Find All in Current Group/Folder - press this button to find all matching messages in the currently open group or folder. This option ignores the "Search in group/folder" options and only searches the currently open group or folder. On completion, Agent causes the associated Browser window to display only the matching messages. When it does this, it changes the message view title on the Message List pane to "Search Results". The search results are retained until you change the message view or you move to a different group or folder.

Stop - press this button to stop the search in progress.

Cancel/Close - press this button to have Agent close this dialog box.

4. View the Search Results

Results - this listbox displays the group or folder names and the subject for each matching message. It is updated incrementally while the search progresses. The window can display up to 8000 messages. If the search exceeds that number, Agent stops and displays an error message.

Jump - press this button to jump to the message selected in the Results list. If a search is still active, the search window is minimized. If no search is active, this dialog box closes.

Here are some instances when you might want to use Jump.

- When you're just looking for something and want to position on the message and leave the Global Search dialog up and with focus.
- When you want to read the message but come back to the Results list when you're done reading. To position on the message and switch focus to the Browser window, use Shift+Jump. This will minimize the Global Search dialog.
- When you find what you're looking for and are probably done with the search. In this case, Agent positions itself on the found message in the Browser window and closes the Global Search dialog.

View All - pressing this button causes the Browser window to display a view of all matching messages for the group containing the message selected in the Results list. If a search is still active, the Global Search dialog is minimized. If a search is not active, Agent closes this window. To keep the Global Search dialog open, hold down the SHIFT key while pressing this button. Ctrl+double-click is equivalent to pressing the View All button.

Clear View - press this button to clear the search results view in the Browser window and revert to the original message view. Another way to clear the search results is to simply re-select the current message view in the Browser window. This refreshes the view.

Tips for Global Searching

Here are a few tips for using the Global Search for Message dialog box more efficiently:

- In the Browser window, select a message containing a subject for which you want to search. Open a Global Search dialog box and press the *Paste Field* button to paste the subject into the search expression. Then press *Find First* and *Find Next* until you find a group or folder containing the subject. Once the group or folder is found, press *Find All* to display all matching messages in that group.
- When doing the above type of search, if you only want to search, say, unread messages, change the Browser window's message view to unread before searching and choose the *Search in Visible messages only* option on the Global Search dialog box.
- If the search reveals too many messages, change the search expression and do a *Find All* again, using the displayed results of the last search. Agent will re-search only those messages selected by the previous search.

Keeping Messages

To read messages offline at your leisure, Agent stores all groups and message data on your hard disk. Inevitably, your message databases will grow, causing your hard disk free space to shrink. For this reason, Agent has a system to automatically purge (remove) messages after a certain period to make room for new messages.

You need not do anything to make this happen. Agent is configured to purge messages for you at what is considered a prudent rate. However, you have the option to create your own purging strategies, or to override purging to keep selected messages indefinitely.

The following topic, Purging Strategies, describes your options for telling Agent when and what to purge.

Purging Strategies

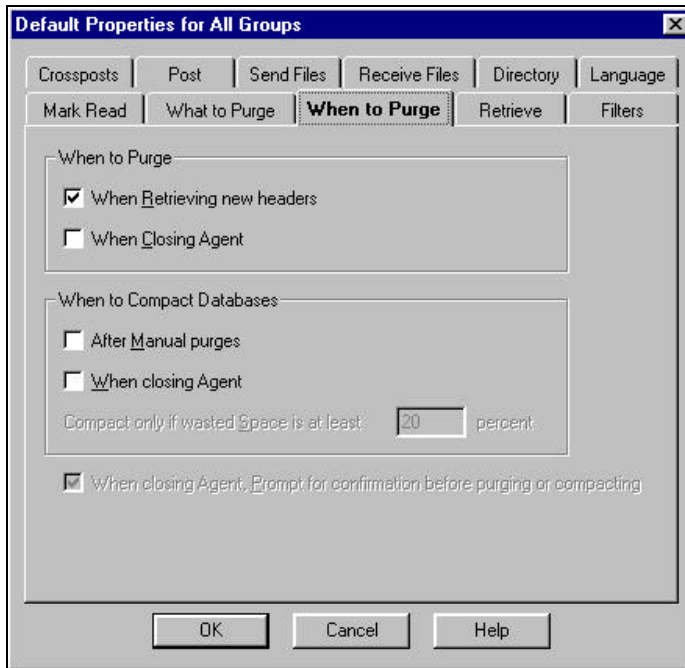
You can specify exactly what messages to purge and when you want them purged on a routine basis (e.g., purge all messages over 10 days old when exiting Agent). Purging controls the messages that you keep in your message database.

Purging does *not* affect disk space usage. For example, after purging a database file that is 1.4 megabytes in size, the file will still take up 1.4 megabytes. Even though the file may have been emptied of many messages, the space allotted to the file remains exactly the same.

However, as new messages are retrieved after the purge, they fill in the space left in the file by the purging. This keeps the file from getting larger (at least until the previous maximum size is surpassed). To reduce the size, you must follow message purging with database compaction (see page 107).

To tell Agent when to purge messages:

Open the *Group*→*Properties*→*When to Purge* tab to view the settings below.



The compacting options are described on pages 107.

The first two options on this dialog box tell Agent when to purge messages. Select the one that best fits your needs

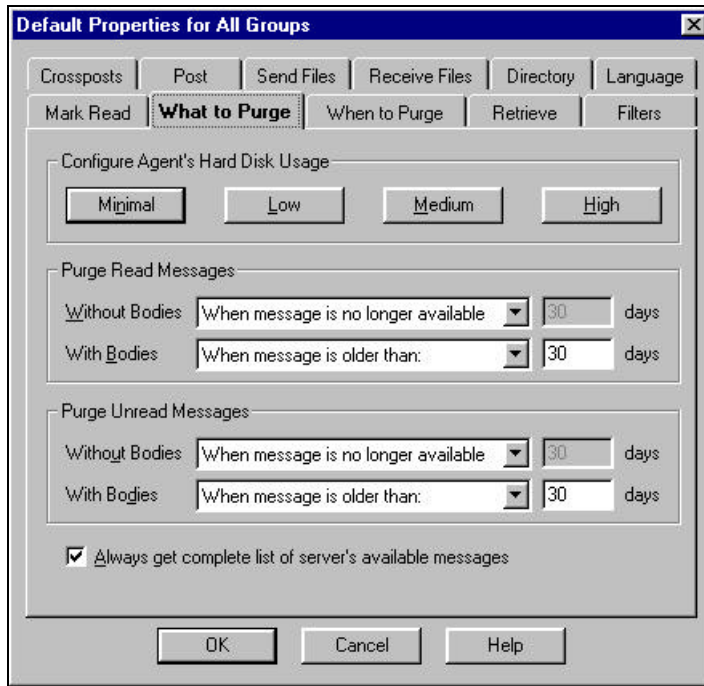
- **When Retrieving new headers** - Check this box to have Agent purge messages from a group when retrieving new headers for that group.
- **When Closing Agent** - Check this box to have Agent purge all newsgroups when you exit Agent.

Note: If neither of the above options is checked, Agent will not automatically purge messages. However, you can purge messages manually from the by opening the *Group*→*Purge Newsgroups* flyout menu and selecting the desired set of groups.

- **When closing Agent, Prompt for confirmation...** - When checked, Agent asks for confirmation before purging (and/or compacting databases) when you close Agent. When unchecked, Agent will purge and/or compact the databases without asking.

To tell Agent what to purge:

Open the *Group*→*Properties*→*What to Purge* tab to view the settings below.



The options on the *What to Purge* tab are described as follows:

1. ***Minimal, Low, Medium, High*** - Press the button that corresponds to the amount of hard disk usage you expect with Agent on a normal basis. Since this can be complicated, these four preset options can make all the detailed settings for you, depending on your concern as to how much space Agent may take on your system. After pressing a button, you may check the other settings and change them to best meet your specific needs.
2. ***Purge Read Messages Without Bodies*** - Select an option from the choice list to have Agent purge messages for which you did not retrieve bodies, but which have been marked as read. The options are *On every purge*, *When the message is older than...* (you set the limit), and *When the message is no longer available* on your server.
3. ***Purge Read Messages With Bodies*** - Select an option from the choice list to have Agent purge messages for which you did retrieve bodies and which have been marked as read. The options are *On every purge*, *On*

every purge delete body only, When the message is older than... (you set the limit), and *Never*.

4. **Purge Unread Messages Without Bodies** - Select an option from the choice list to have Agent purge messages whose bodies you have not retrieved and have not yet been marked read. The options are *On every purge, When the message is older than...* (you set the limit), and *When the message is no longer available* (on your server).
5. **Purge Unread Messages With Bodies** - Select an option from the choice list to have Agent purge messages you have retrieved, but have not yet read. The options are *On every purge, On every purge delete body only, When the message is older than...*, and *Never*.
6. **Always get complete list of server's available messages** - Check this box for Agent to retrieve a complete list of available messages whenever it gets new headers. This option is useful (but not required) when you have selected the *When the message is no longer available* option in one of the previous steps. It does, however, increase the time required to get new headers.


If you uncheck this box, Agent will purge messages with numbers lower than the range of available messages reported by the news server. Since there are often gaps in the available range of messages, this setting may cause Agent to keep messages that are no longer available.


Preventing Agent from Purging Messages

Occasionally you will come across a message that you do not want Agent to automatically purge (or that you don't want to accidentally delete).

To prevent Agent from purging a message:

Highlight the message header and use one of the following options:

- Toolbar button:** 
- Menu options:** *Message*→*Keep*
- Keyboard shortcut:** K


The *Keep Message* icon  will appear next to the message. Agent cannot delete the message until you remove the icon. To remove the *Keep Message* icon, repeat one of the above options. Once the *Keep* icon is removed, Agent will purge the message according to the settings specified on the *When* and *What to Purge* tabs described previously.

Manually Deleting Messages

In addition to the automatic purging options discussed in the previous topic, you can always manually delete message headers and message bodies.

To delete a message:


Highlight the headers you want to delete and use one of the following options.

- Toolbar button:** 
- Menu options:** *Message→Delete*
- Keyboard shortcut:** Del

Note: You can't manually delete a "kept" message.

To delete a message body:

With the focus in the Message pane, use one of the following options.

- Toolbar button:** 
- Menu options:** *Message→Delete Body*
- Keyboard shortcut:** Ctrl+Del

Compacting Databases

You can compact your databases either manually or automatically to remove the space you may accumulate after purging or deleting messages.

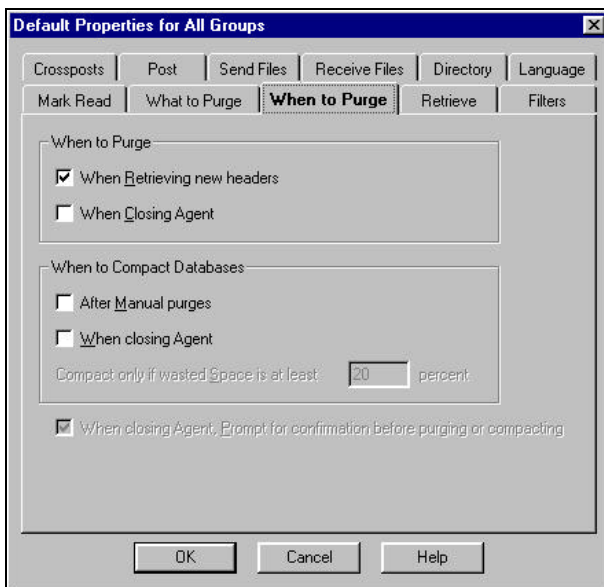
Note: In general, you probably do not need to compact your databases automatically. Compacting after changing purge settings should be sufficient.

To manually compact the database files:

Select *File→Compact Databases*. Agent scans the databases to determine how much disk space can be saved. A message will tell you what you'll save and you can decide whether or not to proceed.

To automatically compress the database files:

Open the *Group→Properties→When to Purge* tab to view the settings below.



The options for compacting databases are described as follows:

- **After Manual purges** - Select this option to compact the databases whenever you manually purge messages.
- **When closing Agent** - Select this option to compact the databases when you exit Agent.
- **Compact only if wasted Space is at least...** - Before compacting a database, Agent checks to see how much space would be saved by the compact operation. This setting allows you to bypass the potentially time-consuming operation if only a small amount of disk space savings, as a percentage, would be saved. Enter the minimum amount of disk space savings, as a percentage of the total size of the database, that will cause Agent to perform an automatic compaction after either a manual purge and/or an automatic purge during exit.
- **When closing Agent, Prompt for confirmation...** - When checked, Agent asks for confirmation before purging and/or compacting databases when you close a program. When unchecked, Agent will purge and/or compact the databases without asking first.

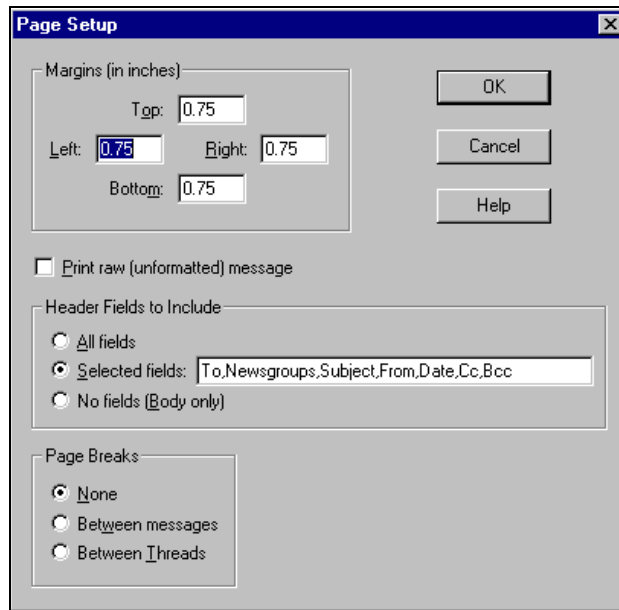
Printing Messages

To define Print Setup settings:

Select *File*→*Print Setup* to display a standard Print Setup dialog box, where you specify your printer, paper options, and whether the page orientation will be vertical (*Portrait*) or horizontal (*Landscape*).

To define Page Setup settings:

Select *File*→*Page Setup* to display the Page Setup dialog box.



The *Margins* settings are much like those on standard Page Setup dialogs. The other settings, unique to Agent, are described as follows:

1. ***Print raw (unformatted) message*** - Check this box to print the message in its raw form. This means that you will print the message header details (e.g., *Path*, *From*, *Subject*, *Date*, etc.) and the message text. In addition, any attachment in the message is printed as a series of lines of coded characters.
2. ***Header Fields to Include*** - Choose which header fields you want printed with a message.






3. **Page Breaks** - Select where you want page breaks.

To print single or multiple messages:

Highlight the desired message headers in the Message List pane and select *File*→*Print* (or press Ctrl+P).

Composing and Sending Messages


In this chapter, you'll get a close look at the Composition window and the many options you have when composing and sending messages. Whether you're composing a simple text message, or sending someone a ".WAV" sound file as an attachment, Agent makes sending messages a seamless operation. This chapter is broken out into the following topics:

-  Overview
-  Fields
-  Signatures
-  Address Book
-  More About Text
-  More About Sending

Overview

There are several types of messages that you can compose in Agent. Here's the basic procedure to follow when composing any one of these types.

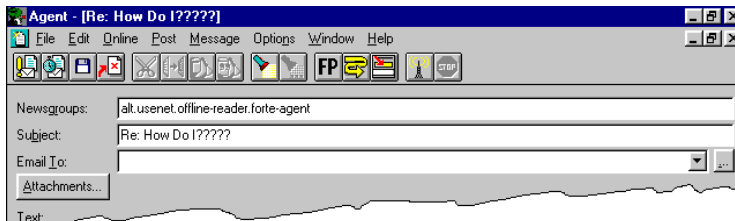
1. **Open a Composition window** for the type of message you want to compose (e.g., new email message) using either the toolbar button, the option on the Post menu, or the associated keyboard shortcut:
2. **Enter an address.** For Usenet messages, Agent automatically inserts the currently selected group in the *Newsgroups* field. For email (except follow-ups), you enter an address in the *To* field.

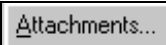


If the address you want is in your Agent Address Book, just press  (the *Pick Address* button) on the Composition window and select the address from the list.


For information about the types of messages you can send, see page 112.

See "Selecting an Address" on page 124

3. **Enter the message subject (new messages only).** Enter a brief description describing what the message is about. When composing replies, Agent automatically inserts the subject for you, prefaced by "Re:", indicating that it's a reply (see the example below).




4. **Enter the message text.** In the *Text* box, type the body of your message.
5. **Add any attachments.** Press the  button and use the Attachments dialog box to attach the file (e.g., a GIF image) to your message.
6. **Send the message.** You have the following options:
 - **Send Now** , Ctrl+N, or *Message*→*Send Now*
 - **Send Later** , Ctrl+L, *Message*→*Send Later*

Note: To save the message without sending it, either press , type Ctrl+S, or select *Message*→*Save*.

Types of Messages You Can Send

There are eight types of messages you can send. To open each type of Composition window, select the option on the *Post* menu, the toolbar button, or the keyboard shortcut, whichever is easiest.

New Usenet Message is used to create a new message to post in the currently selected newsgroup. Agent automatically inserts the newsgroup name into the *Newsgroups* field.

Toolbar button: 
Keyboard option: P

Follow-Up Usenet Message is used to create a response to the currently selected news message. Agent automatically inserts the group to which you're posting the response and the subject, prefaced by "Re:" to show that it's a response.

Toolbar button:



Keyboard option:

F

New Email Message is used to create a new email message.

Toolbar button:



Keyboard option:

Ctrl+M

Reply via Email is used to reply to the selected email message. Agent automatically inserts the address and the subject, prefaced by an RE: to show that it's a reply.

Toolbar button:



Keyboard option:

R

Reply to All, is used to post a reply to each of the recipients of the original message.

Toolbar button:



Keyboard option:

Shift+R

Forward Quoted is used to create an email message which contains the text of the currently selected message. Agent automatically inserts the lines of original text preceded by the quoted text marker (e.g., ">"), as well as the subject preceded by "[fwd]", so the recipient will know that it's a forwarded message.

Toolbar button:



Keyboard option:

Alt+P+W

Forward Unquoted is used to create a new email message which contains the text of the currently selected message. Unlike *Forward Quoted*, though, the text is not preceded by the quoted text marker. Agent automatically inserts the subject preceded by "[fwd]", so that the recipient will know that it's a forwarded message.

Toolbar button:



Keyboard option:

Alt+P+N

Forward Verbatim is used to create a new email message in which the selected messages are attached to it. Agent automatically inserts the subject of the first of the selected messages.

Toolbar button:



Keyboard option:

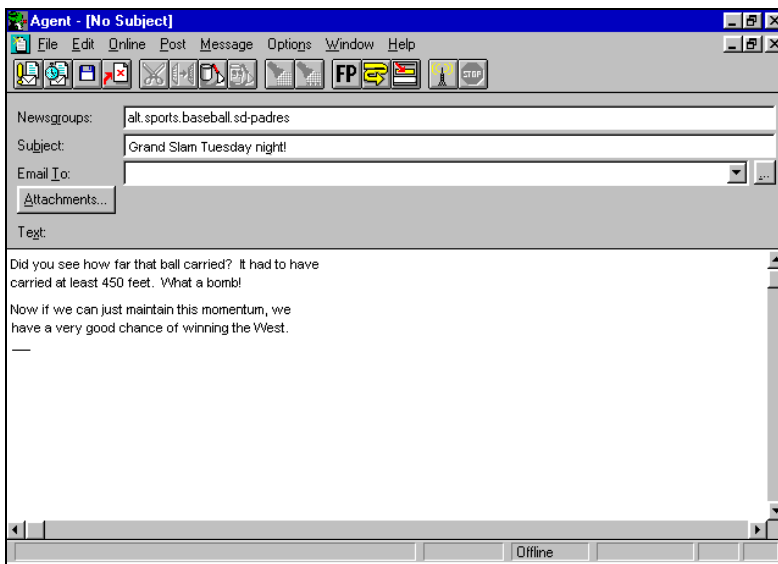
Alt+P+V

Note: For any of the Forward options, you can change the "[fwd]" indicator in the *Subject* field, on the *Options*→*Posting Preferences*→*General* tab.

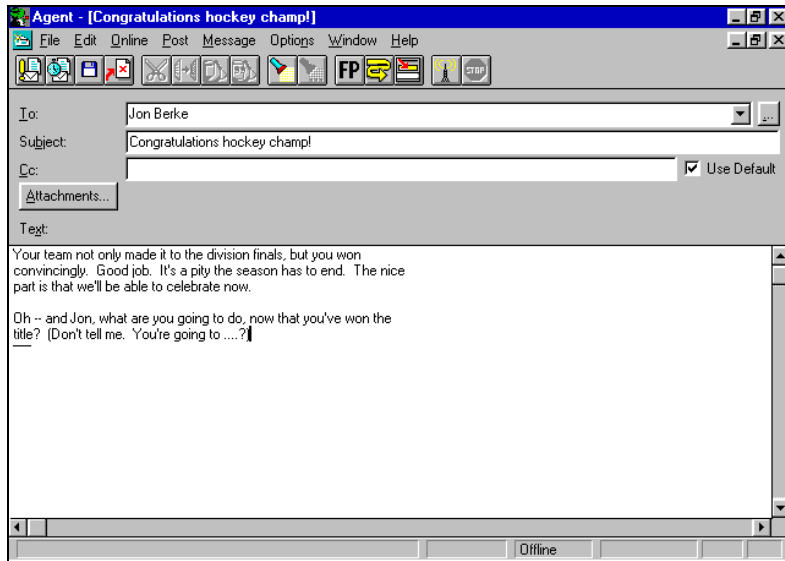
By default, whenever you select a *Reply* or *Forward* option, Agent will include the text of the original message in the *Text:* portion of the Composition Window. This is called “quoting” the original text. However, if you select a portion of the text in the original message, Agent will include only this selected text in the new Composition Window.

When quoting text in a *Reply* or *Forward* operation, Agent will strip everything after the last occurrence in the quoted text of “-” or “- ” (there’s a space at the end of the second item). Agent does this so you won’t quote long signatures, quoting instead only the text of the message. See p. 191 (Signature Delimiter) for more information on this feature, including information on how to deactivate the feature.

You’ll find that the Composition windows for these different message types are quite similar. Below is a new Usenet message Composition window.




And here's what the Composition window looks like for a new email message.



Fields

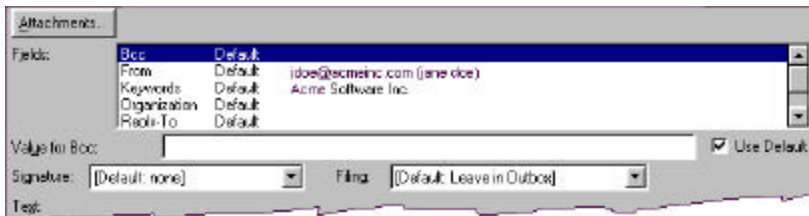
There are a number of different fields you can use in the Composition window other than the default fields *To*, *Newsgroups*, *Subject* so that your message is targeted exactly the way you want it to be.

To show all available fields on the Composition window:

Press , or you can use the keyboard shortcut Ctrl+D or the *Message*→*All Fields* option. Use the method that's easiest for you.

Below is the *Fields* list that displays in the middle of the Composition window and a description of each type of field. To set or choose the value for any field, highlight the field, then enter the desired value in the *Value for <field>* entry box.

Note: Check the *Use Defaults* box if you wish to use the default value that has been defined on the *Group*→*Properties*→*Post* tab. Checking this box can be helpful if you change the value for a field and later decide to revert back to its default value.



Bcc - A list of email addresses (separated by commas) of people to receive a copy of the message without the primary recipients (the ones listed in the To and Cc fields) knowledge. If you enter a value for this field when posting a message, it will cause Agent to also post an email message to the specified recipients in the To field.

Cc - A list of email addresses (separated by commas) of people to receive a copy of the message. If you enter a value for this field when posting a message, it will cause Agent to also post an email message to the specified recipients in the To field.

Distribution - (Usenet messages only) This field controls how widely the message is distributed. For example, a distribution of "california" might limit the distribution of the message to news servers residing in California. To make the distribution work correctly requires the cooperation of the Internet Service Providers (ISPs) who manage news servers, and it has never been widely adopted. You might want to consult with your ISP about how it might be used at their site.

If multiple areas are listed, they must be separated by commas (similar to the *Newsgroups* field). User subscriptions are still controlled by the *Newsgroups* field, but now, in addition to the specified newsgroups, there is a second variable: the *Distribution* range. The message is sent to all systems subscribing to the newsgroups within the specified *Distribution* range.

For the message to be transmitted, the receiving site must normally receive one of the specified newsgroups AND must receive one of the specified distributions.

For example, a message concerning a car for sale in New Jersey might have headers including:

```
Newsgroups: rec.auto , misc.forsale
```

```
Distribution: nj , ny
```

so that the message about the car for sale would only go to persons subscribing to **rec.auto** or **misc.forsale** within New Jersey or New York.

A follow-up message should default to the same "Distribution" line as the original message.

Expires - (Usenet messages only) The date you want the message to expire.

Followup-To - (Usenet messages only) The newsgroups where you want follow-up messages posted. Note: You can set this field to "poster", which forces users to post email replies to you.

From - The email address and optional full name of the person who posted the message or sent the email.

Keywords - Optional keywords to help categorize the message or email message.

Organization - (Usenet messages only) Your company, school, etc.

Reply-To - The email address where you want replies sent. If you normally want replies sent to your From email address, you can leave this field blank.

Sender - The name of the entity responsible for submitting the message or email message to the network. Normally, this field is blank, to indicate that the From field also names the submitting entity. For example, if Rennie Kent is visiting George Mitchell and wishes to use his computer to post an email message, George would temporarily set his Sender field to his own email address and set the From field to Rennie's email address to indicate that the messages are being submitted by George on Rennie's behalf.

Summary - (Usenet messages only) An optional summary description of the message.

To - The email address and the optional full name of the person to whom the Usenet message or email message will be sent.

Signatures

A signature is one or more lines of text that Agent automatically places at the bottom of news messages and email messages that you send. When you create a new message, you can select from a list of defined signatures to best fit the type of message you're composing. For example, you can define a "personal" signature and a different "business" signature.

You can define as many signatures as you wish. We suggest you choose the most frequently used signature as the default.

To insert a signature into a message:

There are two ways to insert your signature into a message.

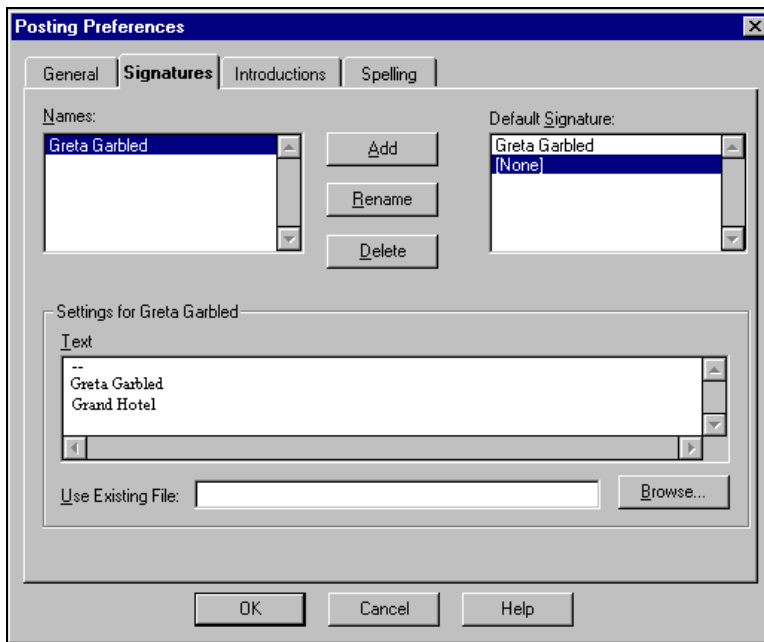
- Select the signature from the *Signature*: dropdown list on the Composition Window. Agent will automatically append the selected

signature to the end of the message. This signature will not appear in the Composition Window, but is appended when the message is sent.

- While composing a message, select *Edit*→*Paste Signature*, then select the desired signature from the *Paste Signature* dialog. The signature will be added at the insertion point in your message. This method has the advantage that you will see exactly how your signature will appear in the message. When you use this method, Agent will *not* automatically append the signature indicated in the dropdown list in the Composition Window.

To create a signature for a posting:

Select the *Options*→*Posting Preferences*→*Signatures* tab to view the following settings:



Complete the settings on the *Signatures* tab, described as follows:

1. **Names** - Each name listed in this box is a signature you've added using the *Add Signature* dialog box (see step 2).
2. **Add** - Press this button to display the *Add Signature* dialog box and add a new name to the *Names* list.

3. **Rename** - Press this button to edit the name currently highlighted in the *Names* list.
4. **Delete** - Press this button to delete the name currently highlighted in the *Names* list.

If you accidentally delete a signature, press the *Cancel* button to close the dialog box and cancel all of your changes.

5. **Default Signature** - Select the signature you wish to use by default. Select *[None]* if you do not want to have a default signature. When you post a message or send an email, Agent automatically uses your default signature. You can choose a different signature to be the default for each group or override the signature used for a specific message, using the *Signature* list in the Composition window.

Note: Changing the default signature also changes the signature setting on the *Group*→*Properties*→*Post* tab.

6. **Text** - Enter any text that you want to appear with the currently selected name in the *Names* list. If you want a separator to appear between the rest of the message and the signature, you need to include it here. A common convention on the Internet is to begin your signature with a line containing two dashes (followed by a space), as shown below:

```
--<put one space here, no brackets>  
Mark Prince  
Forté Support
```

7. **Use Existing File** - If you want to share a signature file from another program, enter the name of the file containing the signature. After entering a valid filename, the dialog will display the contents of the file in the *Text* field (step 6).

Note: Any changes you make to the signature in this dialog box will be saved to the file, so changes here also affect any other programs using the same file.

8. **Browse** - Press this button to browse for a signature file.

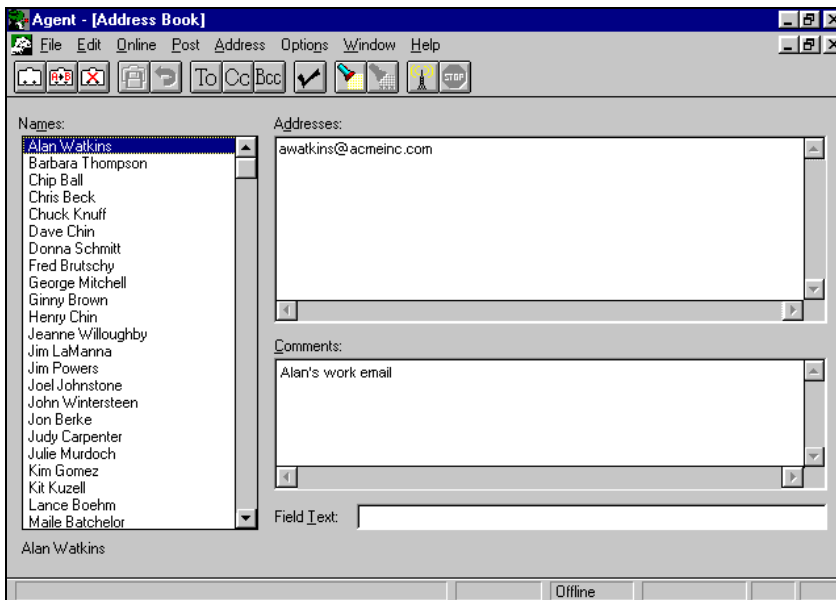
Address Book

With the click of your mouse, you can open Agent's Address Book, where you can list all of your frequently used email addresses. This saves you

from having to remember the details of email addresses. Just use a name (or alias) in place of the address and Agent will fill in the details for you.

To open the Agent Address Book:

Select *Window*→*Open Address Book* and the Address Book window will display.



This Address Book Window contains:

- A list of names (or aliases) that you can use when composing messages.
- The true email address associated with the currently highlighted name.
- Comments (optional) describing the currently highlighted name.
- An optional *Field Text* field for use with mailing lists (see page 123).

To create and manipulate the names in the address book, select from the options in the Address menu or the toolbar buttons.

Using the Address menu

You can either select *Address* from Agent's menu bar (the Address Book must be open), or you can place the cursor in the *Names* section of the Address Book and click the right mouse button.

New...	
Rename...	
Delete	Del
Save	
Reset	
To	
Cc	
Bcc	
Check Addresses	F8
<input checked="" type="checkbox"/> Confirm Edits	
<input checked="" type="checkbox"/> Confirm Deletes	
Expand Addresses	

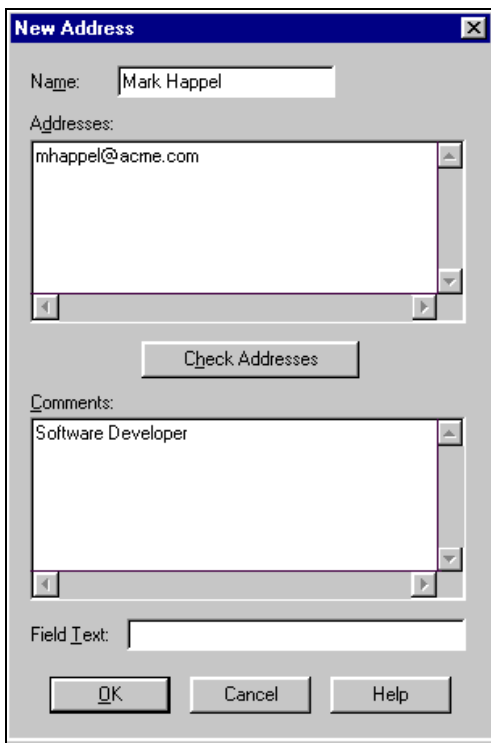
Select this option...	...to do this
New	create a new name and address.
Rename	change an existing name.
Delete	remove the selected name and address from the Address Book.
Save	Save any changes to a name or address.
Reset	reset the addresses and comments for the current entry if it was modified and you wish to return it to its original state, without saving the changes.
To, Cc, Bcc	append the name of the selected entries to the Composition window. Note: Holding Shift while selecting this option tells Agent to add the entry's addresses instead of names. Pressing Enter or double-clicking a highlighted name is equivalent to selecting the <i>To</i> option.
Check Addresses	have Agent check that syntax of an address entry to ensure that it's structure is valid..
Confirm Edits/ Confirm Deletes	have Agent ask you each if you want to change or delete an address each time you attempt either of these actions.
Expand Addresses	expand an address to its full address format when it is inserted into a Composition window via the Address Book window or Pick Addresses dialog box.

To add a new entry to the address book;

- **For any address you use frequently** - select *Address*→*New* when the Address Book window is open.
- **For authors of an existing message** - highlight the message written by the author, then select *Message*→*Add Author to the Address Book*. The

address from the message will automatically populate the *Address* field. If the email address includes the author's name, Agent will use that to fill in the *Name* field. You can optionally enter comments.

In both instances, the New Address dialog box will appear. Below is an example of the dialog box when it is completed.



Creating Mailing Lists

The *New Addresses* dialog box can also be used to create a mailing list. A mailing list is addressed to the name you give to the mailing list, rather than to an entire listing of the recipients. This saves space and at the same time maintains the privacy of the recipients. Here's how this works:

1. **Name** - Enter a name for this mailing list (e.g., Multiple recipients of list)

2. **Addresses** - Enter the email address of every recipient in the mailing list, separated by a comma or carriage return.
3. **Field Text** - Enter a valid email address in *Field Text*. Based on the example, you might enter the following:

```
"Multiple recipients of list <multilists@acmeinc.com>"
```

This is what recipients will see in the *To* field on the message they receive. If you don't define any field text, then all recipients will see the email addresses of all other recipients. Field text allows you to hide the list of names, so each recipient sees only what you have entered as field text.

Note: The *Field Text* value should be a valid email address, since it will appear in the message in a header field that is normally expected to contain a valid address. Some email systems may reject your message if it contains a field with an invalid email address.

You may want to use the address to which recipients on your list should send replies. For example:

```
My mailing list <reply-here@my.company.com>
```

If you want to combine several address book mailing lists and show a single address in the *To:* field, you can specify the single address as the *Field Text* value for one of the address book entries and make all the others blank. To make these address entries blank, enter one or more spaces for the *Field Text*. Agent replaces the entry with nothing.

Important! If you are using the *Expand Addresses* feature in the address book when selecting your mailing list entry from the address book for use in a message, Agent inserts all of the addresses from the list into the message and DOES NOT use the value for *Field Text*. Agent will warn you when this is about to happen, to verify that you really want to expand the addresses.

Finding an Address

If you have a name in mind that is out of view on the Names list, you can jump directly to the name by using the *Find* option. Select *Edit*→*Find* and the *Find Address* dialog box will appear.



Depending on what you wish to find, you can search on any one of the components found in the Address Book Window, including *Name*, *Address*, and *Comments*.

For example, if wish to find the primary travel agent used by your company, but do not know the name or address, you would simply check the *Comments* box and enter travel agent in the *Find What* entry box. Now press the *Find First* button and Agent will jump to the first occurrence of "travel agent".

Note: For multiple occurrences, press the *Find Next* button until you arrive at the desired name.

Selecting an Address

When composing new messages, you can select one or more names from the Address Book to automatically insert into any one of the following address fields on the Composition window:


To

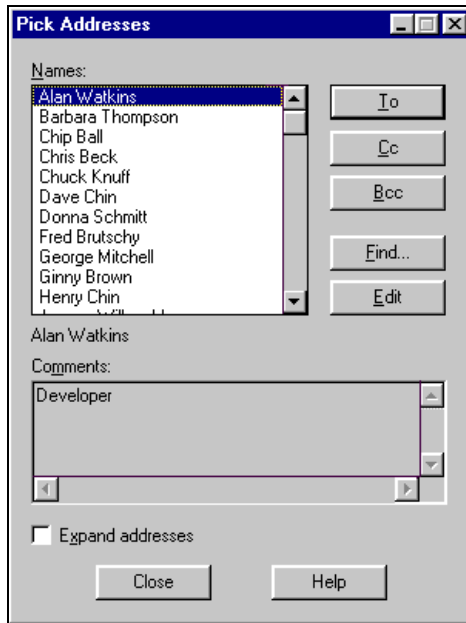
Cc

Bcc

The procedure for picking addresses is simple. Here's how it works.

To pick addresses:

Press the *Pick Addresses* button  on the Composition window, which displays the Pick Addresses dialog box. All the names listed are those that have been defined in the Address Book window.



Note: Because the *Pick Address* button is right on the Composition window, this is probably the easiest way to open the Pick Address dialog box, but there are two other equivalent methods:

Menu option: *Message*→*Pick Addresses*

Keyboard shortcut: Ctrl+K

Use the options on the Pick Addresses dialog box as follows:

1. **Names** - Select the desired names from the Address Book that you want to insert in the address field Composition window.

Type the first few letters of a name to rapidly skip to that name.

2. **To/Cc/Bcc** - Press any of these three buttons to append the selected name(s) from the Names list to the *To*, *Cc*, or *Bcc* field on the message Composition window.

Holding Shift when you press the *To*, *Cc*, or *Bcc* button copies the addresses in these respective fields instead of the names.

Also, double-clicking a name is equivalent to pressing the *To* button.

3. **Find** - Press this button to bring up a *Find* dialog box to find a name which is out of view on the *Names* list. This can be handy if you've created a long list of names.
4. **Edit** - Press this button if you want to edit the selected name in the *Names* list. The Address Book window will open, positioned on the selected name. From here, you can edit the name using the options on the *Address* menu.
5. **Comments** - The description for the highlighted name defined in the *New Address* dialog box. This read-only descriptor helps you verify that you've found the right name. To change it, you can press the *Edit* button to jump to the Address Book window.
6. **Expand addresses** - This option applies to Usenet and email messages you are sending. Check this box to cause Agent to insert the actual email address(es) for an address book entry, rather than the name of the entry (e.g., `amy@acmeinc.com`, rather than Amy Anderson).

Address Validation

Agent has a validation feature allowing you to ensure that an email address you've entered has used a valid format. When validating an address, Agent looks for these required address components:

- the characters that identify to whom the message is being sent
- the "@" symbol
- the domain suffix (e.g., a commercial company's name is followed by the extension `.com`, or a school's name is followed by the extension `.edu`.)

Here's an example:

```
mkaplan@acme.com
```

There are times when using a "local" address is also valid. If your service provider is set up to handle "local" addresses, you can simply address a message to the person's name. So instead of `mkaplan@acme.com`, you can simply enter `mkaplan` as the addressee, as long as Agent is also set up to recognize the local address as valid.

To help Agent tell a local address from an Address Book entry:

Select the *Options*→*Posting Preferences*→*General* tab. Then check the option *Require that local addresses be in Address Book*. Agent will then warn you whenever you've entered an address without the "@" character and Agent could not find it in the Address Book. Unchecking this option forces Agent to assume that the entry is a local address.

To check the validity of an address:

Any of the actions below will trigger this process.

- Press the *Send* or *Send Later* buttons on the Composition window (if the *Validate email addresses* box is checked).
- Select *Message*→*Check Addresses* when a Composition window is open.
- Save an entry in the Address Book Window.
- Select *Address*→*Check Addresses* when an Address Book window is open.
- Press the *OK* button on the *Add Address* dialog box.
- Press the *Check Addresses* button on the *Add Address* dialog box.

Address Expansion

When Agent prepares to send a message, it scans the contents of the *To*, *Cc*, and *Bcc* fields to produce a complete list of recipients with fully expanded addresses. For each name from the Address Book that Agent finds, it substitutes the true address found for that name.

Agent checks for circular references in an address book. If an entry is found a second time, Agent simply will skip over it.

Importing Addresses

If you have an address book in another program, Agent can import these addresses so you don't need to manually re-enter them in Agent. The addresses must be converted and saved to a file that Agent can then import. To convert data, use the conversion command for the existing type of address book. See the .txt file for each converter for details. (Converters are available from the Forté ftp site, [ftp.forteinc.com/pub/converters](ftp://forteinc.com/pub/converters).) To

import addresses, select *File*→*Addresses*→*Import* flyout and specify the path and name of the file containing the addresses you wish to import.

It's recommended that you use the ".txt" extension for the <output filename> part of the conversion command.

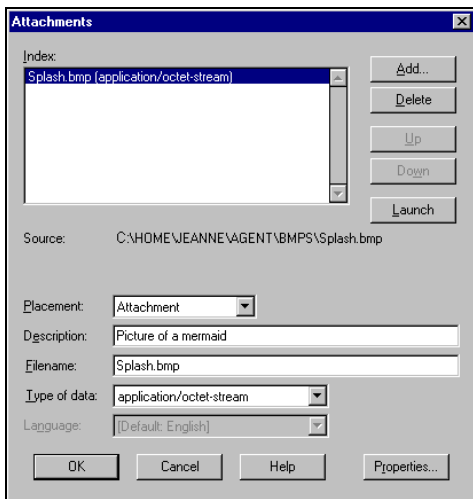
Attachments

For more details about attachments, see Chapter 6, "Using Attachments."

There may be times when you wish to include a graphic file or other type of attachment with your message. Agent makes it very easy for you attach any type of file (e.g., a GIF image) to your message. Here's how:

To attach a file when composing a message:

Press the Attachments button to display the Attachments dialog box. Then press *Add* and specify the path and name of the file you want to attach, as shown in the example below.



More About Text

With Agent, you can adjust the text in your composed messages to ensure that the recipient views the body exactly as you intend it to be viewed,

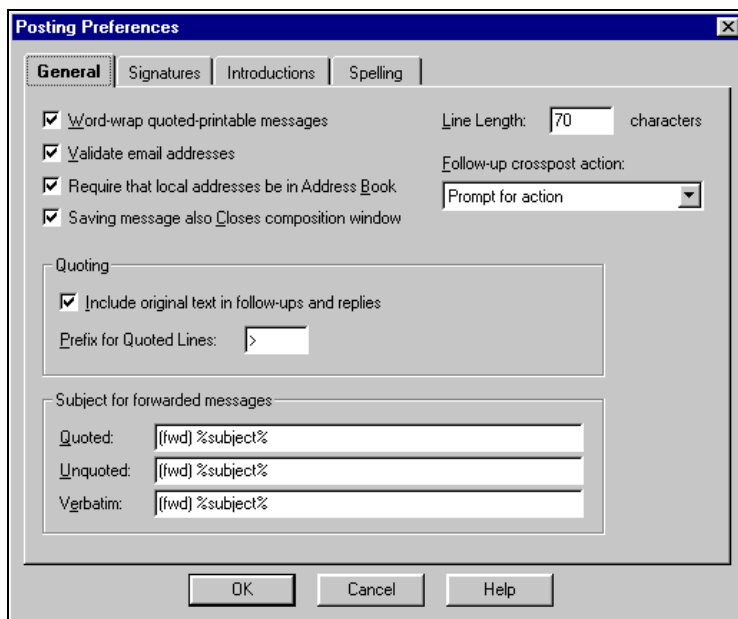
according to the type of system the recipient is using. This section highlights the different settings Agent provides for controlling how the text in composed messages appears. For more details about how message text is viewed, see Chapter 4, All About Messages and Chapter 8, Customizing Agent.

Composition Options

Agent is pre-configured so that you can compose and send messages seamlessly with a minimum amount of effort. Normally, all you need to do is compose your message and press the *Send Now* button. In certain situations, however, you might want to modify Agent's default posting preferences if you know that the program being used by the recipient requires specific adjustments to view a message properly. Here's what to do:

To specify different posting preferences:

Select the *Options*→*Posting Preferences*→*General* tab. Below are the default settings that will display.



You can modify any of these settings, as follows:

1. **Word-wrap quoted-printable messages** - Check this box to have Agent word-wrap all "quoted-printable" messages. Uncheck this box to turn off the word-wrap function.
2. **Line Length** - Enter the maximum number of characters that can appear on a single line. Agent will word-wrap any lines longer than this.
3. **Validate email address** - Check this box if you want Agent to validate all email address fields (e.g., *To*.; *Cc*.; *Bcc*) before sending messages. Uncheck this box if you need to enter non-standard addresses.

Note: Agent does not verify that the email address exists. It simply checks the format to make sure it is a valid Internet email address.

4. **Require that local addresses be in Address Book** - "Local addresses" are handy for sending email to people in your own "domain", such as a company's computer network. But Agent can't necessarily distinguish between a local address and the name of an Address Book entry.

To help Agent, check this box and Agent will warn you if it can't find a local address in the Address Book. Then you can either correct the address if it's misspelled, or tell Agent to assume that it's a local address.

If you uncheck this box, Agent assumes an address is local if it doesn't include the "@" character and it is not in the address book.

Most of the time, you'll probably want to leave this option checked. If you ever want to force Agent to assume that an address is a local address, you can simply append "@" to it (e.g., gbrown@).

5. **Saving message also Closes Composition window** - When you check this option, pressing the *Save* button on the *Composition* window also closes the window. When unchecked, pressing the *Save* button saves the message, but does not close the *Composition* window.
6. **Follow-up crosspost action** - Tell Agent what to do each time you post a news message to more than one group. Your choices are as follows:
 - Post the reply to all newsgroups
 - Post the reply to selected newsgroups only
 - Prompt you each time you post a reply, so that you can choose an action on a case by case basis.

7. **Include original text in follow-ups and replies** - Check this box to include a copy of the original text in follow-up messages and replies.
8. **Prefix for quoted lines** - For follow-up and reply messages, enter the character(s) that precede quoted text (as a distinguishing device).
9. **Quoted** - This is the string that appears in the *Subject* field of your forwarded message if you select *Post→Forward Quoted*.
10. **Unquoted** - This is the string that appears in the *Subject* field of a forwarded message if you select *Post→Forward Unquoted*.
11. **Verbatim** - This is the string that appears in the *Subject* field of your forwarded message if you select *Post→Forward Verbatim*.

The default string for settings 9, 10, and 11 is "[fwd]%subject%". The "[fwd]" part of the string indicates that it is a forwarded message. You can change this to anything you like (e.g., "forwarded msg.").


The "%subject%" token represents the subject of the original message. Agent replaces "%subject%" with the actual original subject when you compose the new message. In place of the "subject", you can use any valid field name and the value for that field will be inserted.

Pasting Text as Quoted

There may be times when you are composing replies to a message and you would like to quote certain portions of the text from the original message. With Agent, you can accomplish this in two steps.

To paste text as quoted text:

1. Select the portion of text that you want to insert as quoted text, then copy the text, using one of the following equivalent methods:

- Toolbar button:**  (Composition window toolbar)
- Menu option:** *Edit→Copy*
- Keyboard shortcut:** Ctrl+C

2. Open a new Composition window and place the cursor in the *Text* box. Then use one of the following equivalent methods for pasting the quoted text into the new message:

Toolbar button:  (Composition window toolbar)

Menu option: *Edit*→*Paste As Quote*

Keyboard shortcut: Ctrl+Q

Each line of the pasted text is prepended by the quoted text character defined on the Posting Preferences *General* tab (Options menu). For example:

- > Ask not what your country can do for you.
- > Ask what you can do for your country.

Spell Checking

Agent will check the spelling of any message you compose. When you first install Agent, the American English dictionary is used as your default spell checker. However, you may also download a number of alternate language dictionaries when you download Agent files from Forté's FTP to install the program for the first time. The ftp address is:

<ftp.forteinc.com/pub/dictionaries>

For each language, there is a TLX file (general dictionary) and a CLX file (custom dictionary to which you can add words not in the general dictionary). Unzip the appropriate zip file in your Agent directory. The choices are:

- engamer.zip (American English)
- engintl.zip (International English)
- french.zip (French)
- german.zip (German)
- italian.zip (Italian)
- spanish.zip (Spanish)

To spell check a message you've composed:

Either select *Message*→*Spelling* or press F7.

To specify a different dictionary for spell checking:

1. First, make sure that the correct spell checker is defined for the selected language. Select the *Options*→*General Preferences*→*Languages* tab. On this tab, select the language, then select the spell checker for that language.
2. Now make this language the default language. If you want to use this language (and its spell checker) for all groups and anytime you compose an email message, select this language on the *Group*→*Default Properties*→*Language* tab. If you want to use this language only for selected groups, select these groups and use the *Group*→*Properties*→*Language* tab.
3. To use a different dictionary to check a message you're composing, open the *Message*→*Properties* dialog and select the desired language.

More About Sending

This section takes you beyond the basics of sending a message, as described in the Overview, and explains various preferences and options available to you when sending messages.

Setting Format Preferences for Sending

Agent allows you to specify the format for messages you're sending. There are two formats in which you can send message text: "quoted-printable" and "7bit / 8bit". You can decide which format is most appropriate for your Usenet messages and email messages.

Quoted-printable supports international characters (e.g., accents) via the mail transfer standard "MIME" (Multipurpose Internet Mail Extensions).

7bit / 8bit text encoding is the other type of text encoding commonly used when posting messages on the Usenet.

When sending messages to recipients with MIME-capable systems, quoted-printable is the best way to format your messages. You never have to worry about paragraphs being chopped off at odd places.

If you're sending messages to recipients with non-MIME-capability (e.g. users of America Online) or if you're posting to newsgroups

where quoted-printable isn't yet the accepted standard, 7bit / 8bit is the best format to use.

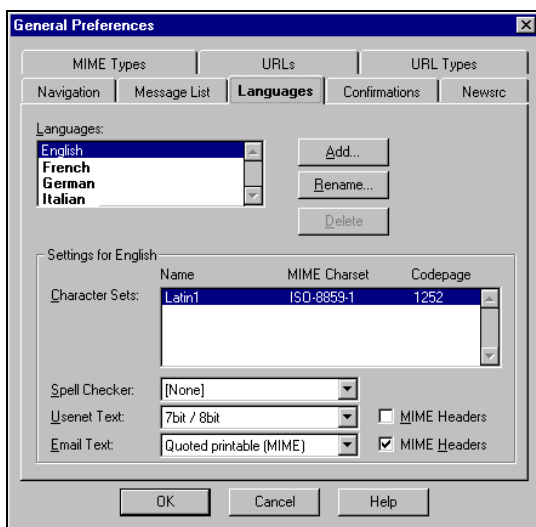
Advantages of quoted-printable vs. 7bit / 8bit formatting:

If you know that the message recipient's system is MIME-capable, that's the ideal situation. MIME is the internationally recognized standard for transferring data. Quoted-printable (MIME) has a few distinct advantages over 7bit / 8bit formatting:

- *Quoted-printable* prevents transferal problems. It uses only 7 bits to encode 8-bit characters, which helps to ensure that information won't be lost when messages are transferred via 7-bit gateways.
- *Quoted-printable* correctly encodes non-ASCII characters (such as accents and other characters used in different languages).
- *Quoted-printable* allows lines of text to be arbitrarily long. It automatically inserts invisible line breaks where necessary to keep the physical line lengths within the viewer's prescribed limits.

To set your general preferences for formatting:

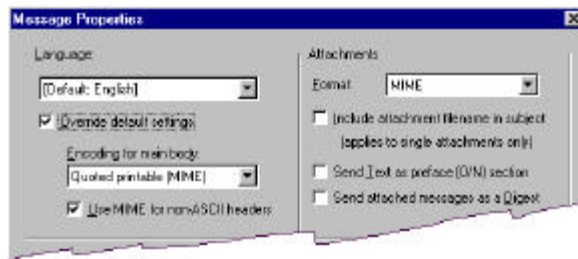
1. Select the *Options*→*General Preferences*→*Languages* tab.



2. For each language in the Languages list, select either *7bit / 8bit* or *Quoted printable (MIME)* as the format for Usenet and email text.

To override the default format for individual messages:

1. While in the Composition window, select *Message*→*Properties* to open the Message Properties dialog box.
2. Select the language for the message (if it is other than the default), and check the box *Override default settings*, as shown in the example below.



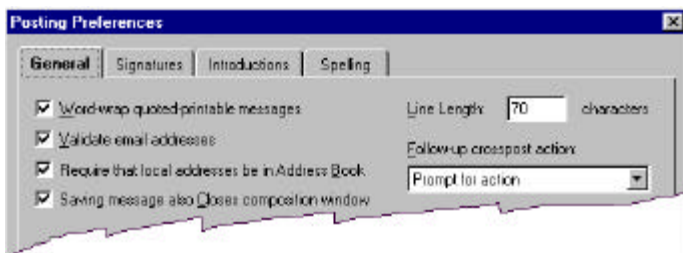
3. Select the desired format for the message body, either *7bit / 8bit* or *Quoted printable (MIME)*.

Word wrapping preferences:

One of the advantages of quoted-printable is that lines of text can be any length. If you've set your preference as quoted-printable, Agent treats the message text as one long line of text. It inserts invisible line breaks where necessary so that the lines always appear correctly within the window in which the message is viewed. A message text in 7bit /8bit format, wraps at the line length specified in Agent's Posting Preferences.

To set the line length at which message text is automatically wrapped:

Select the *Options*→*Posting Preferences*→*General* tab. In the *Line Length* entry box, specify the maximum number of characters per line. Note that only unquoted lines are wrapped. Quoted lines (for example, when replying to or forwarding a message) are not wrapped when sent, regardless of the setting on this tab.



To word-wrap messages:

Choose from one of the following options for wrapping the text of a message you're composing.



Toolbar button:

Menu option: *Message*→*Word Wrap*

Keyboard shortcut: Alt+M+O

The text in the Composition window will be wrapped to fit the size of the window.

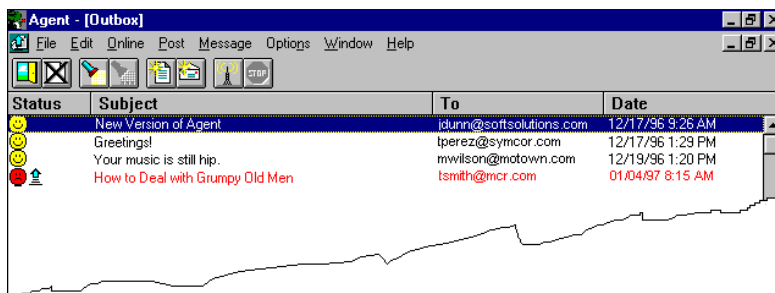
This wrapping is for your display only. When the message is sent, each line is wrapped at the value defined in the Posting Preferences dialog box. If the screen is wide enough, you'll see the message as it will be sent. If the screen is not wide enough and you want to see what the message will look like when sent, turn off word wrapping in the composition window.

Checking a Message's Status

The Outbox is a temporary place where messages are kept until they are sent. The composition commands *Send Later* and *Save* store messages in the Outbox. Also, by default, the *Send Now* command stores outbound message in the Outbox. In all cases, you can use the Outbox to check a message's status after sending. However, it is recommended that you keep successfully sent messages in folders rather than the Outbox. See below for how to do this.

To Open the Outbox:

Select *Window*→*Open Outbox*. The Outbox window shows a record of all saved, pending and sent messages and their status (see example below).



Icon	Description
 red sad face	A problem occurred when this message was sent. Double-click the message to make sure all the fields were completed correctly. Then press the <i>Send Now</i> or <i>Send Later</i> button to re-send the message.
 yellow happy face	The message was successfully sent. This icon may never appear in the Outbox folder if you've set up Agent to automatically route specific messages to specific folders.
	The message is queued for uploading (i.e., you pressed the <i>Send Later</i> button after creating a message). To send the message now, select <i>Online</i> → <i>Post Messages and Emails</i> .
	The message is in the process of being sent.

To file a sent message in a folder:

You can move messages manually, or (recommended) have Agent automatically route messages to the folder of your choice when they are successfully sent. By filing messages in folders you can use the features of folders (sorting, printing, views, and resending copies of messages) which are not available in the Outbox.

To copy or move the message into a folder, open the *Message*→*Copy to Folder* or *Message*→*Move to Folder* flyout menu and choose a folder. If you copied the message to a folder, it will now appear in the Outbox and in the

selected folder. If you moved the message into a folder, it will no longer appear in the Outbox, but will now appear in the selected folder.

To have Agent automatically file your sent messages, select the desired folder from the *File sent Messages in folder:* list on the *Group*→*Properties*→*Post* tab. You can also file a composed message simply by showing all fields on the Composition window and selecting the desired folder from the *Filing* drop-down list.

Re-sending Messages

As described above, messages you send can be saved in the Outbox or in a folder. Re-sending messages depends on where they were filed.

To re-send email from a folder:

1. Make sure the sent message was filed in a folder, not the Outbox.
2. Highlight the message from the folder listed in Message List pane.
3. Choose *Post*→*New Copy of Message*.
4. (Optional) Change the message as required (e.g., change the recipient).
5. Press *Send Now* or *Send Later* to transmit the message. In the folder you will have both the copy of the original message and the new copy of the message just sent.

To re-send email from the Outbox:

1. With the message selected in the Outbox, choose *Message*→*Open*.
2. (Optional) Change the message (e.g., enter a different recipient).
3. Press *Send Now* or *Send Later* to re-send the message. Agent will display a message saying the message has already been sent, and asks if you want to send it again. Press OK to re-send. Note that you will only have the new copy of the sent message, replacing the original message in the Outbox.

Canceling Usenet Messages

There may be a time when you will want to cancel a message that you posted to a newsgroup, realizing that it should never have been sent. Agent allows you to cancel any Usenet messages you have posted, but not those posted by other people.

Using Agent's cancel option, a request is posted to your news server to delete the selected message. This same request is also passed along to other Internet news servers so that they can delete the message as well.

To cancel a message:


1. Highlight the message header you want to cancel.
2. Select *Post*→*Cancel Message*.

"Crossposted messages" only need to be canceled from one of the crossposted groups.

3. In the Compose Usenet Message window, press *Send Now* or *Send Later* to transmit the message to your news server. You should not make any other changes to the message.

After sending the cancel request, the message will continue to appear in Agent until it is automatically purged or you delete it. Since some servers do not accept cancel requests, you may want to verify that the posting was actually deleted.

To verify that the message was deleted:

1. Highlight the message header you canceled.
2. Delete the message's body by selecting *Message*→*Delete Body*.
3. Try to retrieve the message's body again by selecting *Online*→*Get Selected Message Bodies*. If the cancel request was accepted, the *Message Body Not Available* icon  will appear next to the message.

Using MAPI

MAPI is a Windows standard defining how Windows programs send email. You can set up Agent to send email using MAPI if you're using Agent for reading and composing messages, but you want to use your corporate email system for sending messages.

To set up Agent to use MAPI:

1. Select the *Options*→*User and System Profile*→*System* tab.

2. Select the option *Send email messages with MAPI*.

Note: You must have a MAPI enabled mail system online for this option to be available. Otherwise the option will be grayed.

Selecting the *Send email messages with MAPI* option causes the following things to happen:

- Agent uses the MAPI Send Message window rather than the message Composition window.

Note: The addresses and message body are initialized as appropriate, but once the MAPI window has been opened, Agent no longer has control over the message. The sent message is saved in your MAPI email system, not in Agent's Outbox or folders.

- The *Forward Verbatim* option is disabled.
- Your signature is not appended to email messages. Instead, you must use whatever signature mechanism is provided by your MAPI system.
- On the *Group*→*Properties*→*Post* tab, the *Copy follow-up messages to author via email* options is disabled.
- There is no facility for sending a message as both a news message and an email message. For example, Agent ignores the "To:", "Cc:", and "Bcc:" fields in news messages.







Agent will not send any pending email messages that may have been stored in your Outbox prior to enabling MAPI email. You should be sure to send any pending messages via SMTP prior to enabling MAPI email.

Using Attachments

There may be times when you need to send or receive information that cannot be contained in a simple text message. For example, you might want to view a picture or hear a sound that has been posted to a newsgroup. Or you may want to send a word processor file or spreadsheet file to a colleague or friend. To do this, you need to use file attachments. In this chapter we'll discuss how Agent allows you to send and receive attachments, streamlining things for the casual user while allowing the "power user" full control when handling attachments.

This section will cover the major points in using file attachments. Refer to Agent's Online Help for full details. For those of you who want a quick overview of how to view attachments, you may want to jump ahead to the section, "Example: A Way to View Attachments" on page 160.

The topics in this chapter are:

-  Some Basic Concepts
-  Retrieving Messages With Attachments
-  Saving Attachments
-  Sending an Attachment
-  Message Digests
-  Example: A Way to View Attachments

Some Basic Concepts

The first thing you should know is that, for most users, Agent will take care of attachments automatically for you. You don't really need to know or do anything special to use this feature. Refer to the sections, "Retrieving Messages with Attachments" and "Sending an Attachment" in this chapter for simple steps you can follow.

If you want to dive into the details of working with attachments, you should become familiar with some terms that are used. Don't be intimidated by all this...it's really pretty straightforward.

Encoding and Decoding

Email and news messages are transmitted across the Internet as text messages. Unfortunately, many of the files on your computer (e.g. spreadsheets, or pictures) are not text files. Before these files can be sent they must be changed into a text representation. This transformation of computer, or binary, information into text is called "encoding". Similarly, when you receive an encoded message, it must be changed back into binary information, using a process called "decoding".

UUEncode and UUDecode have been the most widely used methods of encoding and decoding binary information. More recently, methods associated with the MIME (Multipurpose Internet Mail Extensions) standard have begun to replace UUEncode and UUDecode. While there are certain advantages to using MIME over UUEncode/UUDecode, it really doesn't matter which you use, as long as the person on the receiving end has an application which can process the information correctly. Agent is such an application, determining which encoding method has been used and performing the appropriate decoding operation to receive the attachment correctly. As a general rule of thumb, newsgroups still use UUEncode / UUDecode for handling binary attachments, while most email messages are now sent using MIME for attachments.

See how to control the encoding format when sending messages on page 157.

For reading messages, Agent supports UUDecode, Base64, and AppleDouble formats. For sending messages, Agent supports UUEncode and Base64 encoding.

Multipart Attachments

See page 153 for details about receiving and sending multipart attachments.

Binary files can be quite large, often too large to be sent as part of a single message. This means it's quite common in working with attachments that more than one message will be used to transmit a single attachment.

Typically the subject line of a message will tell you if the message is part of a multi-part attachment. For example, you might see something like [1/2] (or [2/2]) to tell you that the message contains part 1 (or part 2) of a 2-part attachment.

MIME Types

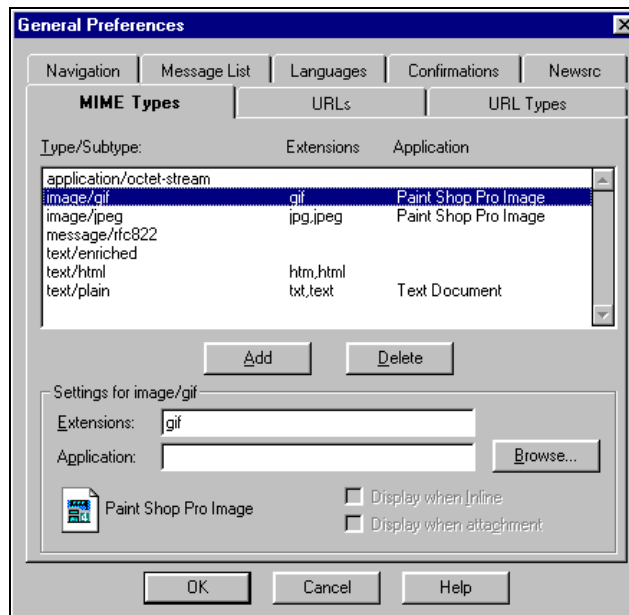
For details about Agent's preconfigured MIME types, see the online help.

The MIME standard defines attachments to be of specific types, according to their use. Casual users of Agent need not be concerned with the various types and what they mean, as Agent will handle things automatically for you. To work with MIME types in Agent, select the *Options*→*General Preferences*→*MIME Types* tab.

Launching an Attachment

Simply retrieving an attachment may not be enough to examine its contents. If the attachment is a spreadsheet, you'll need to read the file using your spreadsheet application. If it's a picture, you'll need to use a viewer. The process of using an application to view the file attachment is called "launching" the attachment.

By default, Agent will use your Windows registry settings to determine which application should be launched for this attachment. After retrieving a message with an attachment, if you look in the body pane, you'll see the icon for the application which will be used. You can override the Windows settings by using the *Options*→*General Preferences*→*MIME Types* tab.



To override the Windows default settings:

1. Highlight the MIME type for which you want to change the application.
2. Make sure all extensions for this type are listed in the *Extensions* box.
3. Enter the pathname of the new application in the *Application* box (or use the *Browse* button to find the application).
4. Click OK.

Saving an Attachment

An attachment is part of a message in Agent. You can “detach” and save each attachment as a file. When saving the attachment, you can specify whether Agent retains the attachment in the message or removes it.

Message Sections

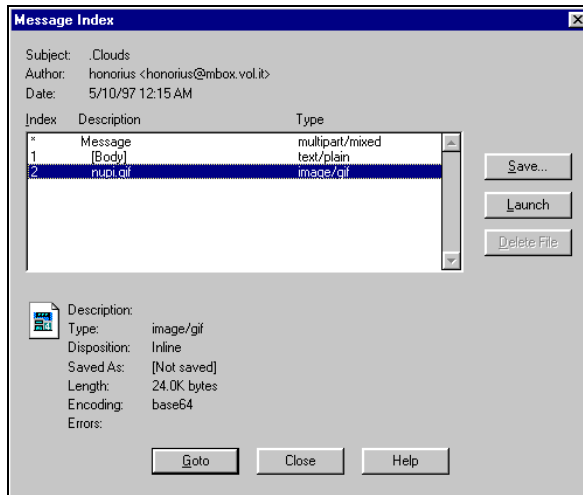
The MIME standard allows a message to have several sections and the sections can be of different types. Each attachment you place in a message is a separate section. Each section can have its own "disposition" (i.e., the way it is inserted in the message). The disposition options are:

- **Attachment** - the section is appended to the message. Typically this is how you want to send an attachment.
- **Inline** - the section remains a separate attachment, however it may be viewed within Agent, rather than through a separate program.
Note: Agent will only display inline text attachments. To view image attachments, you must first configure a viewer.
- **Text insertion** - the section is inserted as text directly into the message.

In the message body, if a text section has a content description, the description appears in a title box above the section. Otherwise, text sections are preceded by a single horizontal line. You can use the keys Alt+UpArrow and Alt+DownArrow to navigate between the sections.

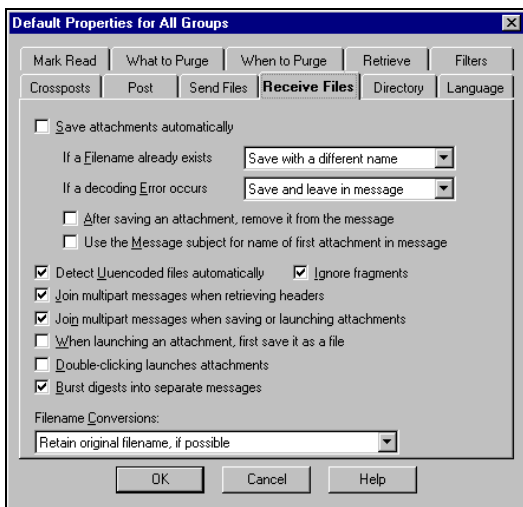
Message Index

Agent's "message index" allows you to see all sections of a message in a single dialog box. It shows you the type, disposition, size, encoding method and file status of each section, and it also displays the icon of the application that will be used when launching the section. You can view the index for any message by highlighting the message and selecting *Message*→*Index* or by typing Ctrl+I. Here's an example.



Retrieving Messages with Attachments

There really is nothing special to do when retrieving messages that might contain attachments. Email attachments are retrieved automatically as the email is received. When working with newsgroups, simply get headers from the groups in which you're interested. Then scan the message list and retrieve the bodies of the messages that interest you. To control how Agent retrieves attachments, use the *Group*→*Properties*→*Receive Files* tab.



For common use, you'll want these boxes checked on the *Receive Files* tab:

- *Detect uuencoded files automatically*
- *Join multipart messages when retrieving headers*
- *Ignore fragments*

Refer to the Online Help for complete details for all options.

Basic Retrieval Process

To retrieve and launch an attachment in a newsgroup:



1. Get new headers for the newsgroup.
2. Select any message in the message list.

Note: If you checked *Join multipart messages automatically* on the *Group*→*Properties*→*Receive Files* tab, you'll be selecting the joined message. If you did not configure the group for automatic joining, then you must manually decode the attachment. (See the procedure for manually decoding an attachment below.)


3. Retrieve and/or view the attachment by selecting *File*→*Launch Attachment*. Alternatively, double-clicking the attachment will launch it if you have checked the option *Double-clicking launches attachments* on the *Group*→*Properties*→*Receive Files* tab.

To help you distinguish messages with attachments from those without attachments, Agent color codes the icons in the message list pane.

The envelope indicates email and the page indicates news messages.

  (white) Messages with plain text


  (yellow) Messages with attachments

  (green) Messages for which all attachments have been saved

You'll notice that a message with an attachment is generally much larger than a simple text message. In the Message List pane, you'll see the number of lines in the message. If you retrieve the message body, the Message pane will tell you the size of the attachments in bytes.

Retrieving Multipart Attachments

By default, Agent is configured to automatically detect multipart attachments and join them together into a single message. For example, if Agent comes across a two part message, it will join the two parts and place [*/2] in the subject to indicate that a two part message was combined.

Note: If all parts aren't available when you retrieve headers, the *Incomplete Attachment* icon  appears in the Message List pane. The Message pane tells you what parts weren't available from the news server.

You'll find two settings for joining multipart messages on the *Group*→*Properties*→*Receive Files* tab. The initial configuration shows both *Join multipart messages* options to be checked.

One reason you might choose to uncheck the option *Join multipart messages when retrieving headers* is if your news server's feed is so slow that sections of some multipart attachments are purged before all of the sections have arrived. By disabling auto-joining during header retrieval, you can have Agent go ahead and retrieve the bodies for incomplete multi-part messages and then you can join them later manually, described in the following procedure.

To manually join a multipart attachment:

1. Select all the messages that contain the attachment by clicking on one message and then, with the Control key pressed, clicking on the remaining messages.
2. Select *Message*→*Join Sections*.
3. Make sure the messages are in order. If they aren't, use the *Up* and *Down* buttons in the *Join Sections* dialog to order them in correctly.
4. Launch or save the attachment by pressing the corresponding button. If you are offline and have not yet retrieved the attachment's messages, Agent will immediately go online to download and decode the attachment.

Viewing an Attachment as Text

Sometimes you may receive a message as an attachment when it's really just text, and all you want to do is read the text. Usually this happens when someone sends the text incorrectly or when another program formats information in such a way that it is sent as an attachment. In either case, the solution is simple. On the *Options*→*General Preferences*→*MIME types* tab, simply check the boxes *Display when Inline* and *Display when attachment* for each MIME type appropriate. Agent will immediately display the text of your message.

Saving Attachments

Agent allows for a lot of flexibility in deciding when and how attachments are saved. You can have Agent save attachments automatically or you can save attachments manually.

Saving attachments automatically

You can set up Agent to save attachments automatically while retrieving bodies or receiving email by checking *Save attachments automatically* on the *Group*→*Properties*→*Receive Files* tab. This approach is convenient if you know you'll want to save all attachments as files, but downloading will be slower, since Agent must save each attachment to a file and save it in the message (at least temporarily), in case an encoding error is detected.

Saving attachments manually

An alternate approach is to leave attachments in the message and save them manually. This method has the advantage of making downloads somewhat faster and not cluttering your disk with files that you may choose not to save.

There are two ways to save attachments manually:

- Select one or more messages, then select *File*→*Save All Attachments*. Each attachment is saved with its filename as it appears in the Message Index dialog box. To ensure that Agent joins all the parts of multipart attachments when saving the message, the option *Join multipart messages when saving or launching attachments* (*Group*→*Properties*→*Receive Files* tab) must be checked.
- Select a message, then select *Message*→*Index*. The Message Index dialog box will display (see p. 152), allowing you to view the message's index and to save or launch individual sections.

Sending An Attachment

Attaching files to messages with Agent is easy. Follow the steps below:

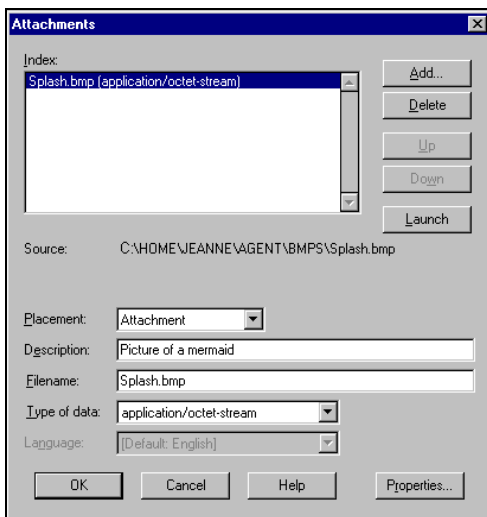
1. Create a new message (either news, or email).
2. Check the format of your message attachment. You can control the format for the attachments in your message while in the Composition window by selecting *Message*→*Properties* to open the *Message Properties* dialog box. Under the *Attachments* heading, select either *UUEncoded* or *MIME* from the *Format* list.



You can also control the default options for attachments on the *Group*→*Properties*→*Send Files* tab. On this tab, you can define the default format for both Usenet and email messages.

Using the same dialog (or tab) you can tell Agent how to handle large attachments. As a rule of thumb, Usenet message attachments longer than about 500K bytes should be sent as multiple messages to make sure all news servers can handle the attachment correctly. However, you should probably not break up email messages, as some email programs may not be able to receive multipart attachments.

3. Attach the desired files. In the Composition window, press the *Attachments* button to display the Attachments dialog box.



Using the *Attachments* dialog box, you can add, and delete attachments. For each file attached to the message, you can define placement (disposition, i.e., how it is attached), give an optional description, and specify its type, which Agent will usually determine automatically.

4. Add a text message (optional). You can include a message along with the attachment. The message appears before the attachment. If you include a message, Agent also includes your signature.
5. Send the message. When you have finished creating a message and are ready to send it, Agent will build the message in the following order:
 - a. Write the main body (text) of the message.

- b. Add any *Insert in text body* attachments in the main body, in the order in which these attachments appear in the *Attachments* dialog.
- c. Add the signature, if any.
- d. Add all other attachments (i.e., all attachments which are not *Insert in text body*) in the order in which they appear in the *Attachments* dialog box. On the *Attachments* dialog box, you can use the *Up* and *Down* buttons to change the ordering of the attachments.

Note: Even if *Insert in text body* attachments are interspersed with other attachments, all *Insert in text body* attachments are inserted as a group, followed by all other attachments.

Message Digests

A "digest" is a group of messages with bodies which are combined into a single MIME message of type multipart-digest. Often newsletters are sent this way, assembling their various parts into a single message.

Sending a Digest

To send a digest:

1. In the Message List pane, select the messages to include in the digest.
2. Select *Post→Forward Verbatim*.

If you already have a Composition window open, the *Forward Verbatim* dialog box appears. Just press the *Append to selected message* button to attach the selected messages to the Composition window.

If you don't already have a Composition window open, Agent will automatically open one and attach the messages to it. Note: In the *Subject* field of the Composition window, Agent uses the subject of the first of the selected messages.

3. Select *Message→Properties* to open the Message Properties dialog box. Check the *Override* box, then make sure the *Attachments Format* is *MIME* and the option *Send attached messages as a Digest* is checked.

If the you want to add more messages to the digest, you can return to the message list and select additional messages, choose *Post→Forward Verbatim*, and append the messages to the existing outbound message. When sending the message, Agent places the digest at the end of the message, after all other attachments.

Receiving and Bursting a Digest

Receiving a digest is as simple as receiving any other message. All sections of the digest are contained in a single message. To see what's contained in the digest, open the Message Index, either by selecting *Message*→*Index* or press Ctrl+I. From the index, you can see at a glance a description of each section in the digest. Highlight a section of interest, then use the *Go to* option to view the text of that section.

If you like, Agent will create a separate message for each part of the digest, a process known as “bursting” the digest.

To burst a digest:

Check the option *Burst digests into separate messages* on the *Group*→*Properties*→*Receive Files* tab (see page 154). The next time you receive an attached digest, the digest will be broken into separate messages.

Note: After bursting a digest, Agent retains the complete original message so that you can:

- access the message in its original form, in case something went wrong with the bursting
- read any introductory text which might appear before the digest section.
- forward or save the entire original message

Also, when Agent bursts a digest, it places all the messages in the same group or folder into which the original message is stored. (Email filters are not applied to the individual files as they are stored.)

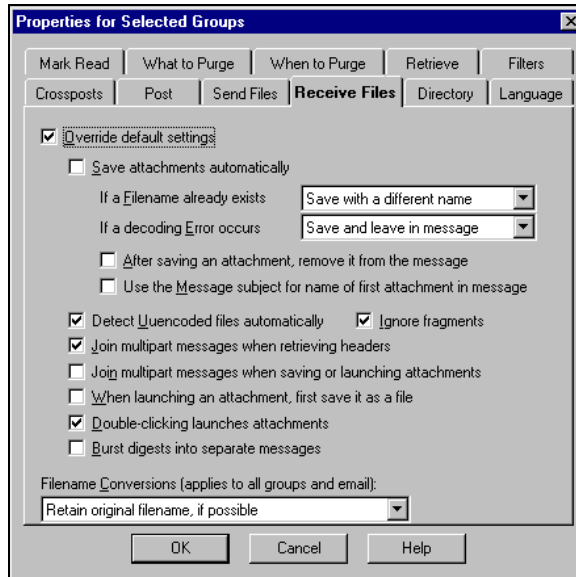
Note: In order for Agent to burst a message or message section, it has to be of type "multipart/digest". A text message which happens to contain other messages is not a digest and, thus, won't be burst by Agent.

Example: A Way to View Attachments

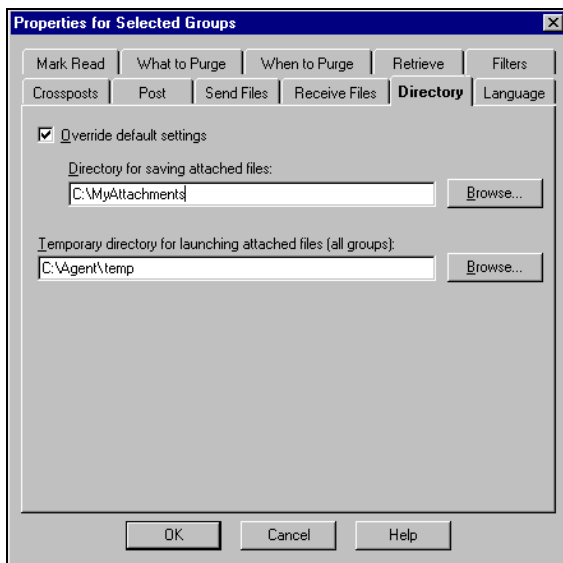
This chapter will conclude with an example illustrating how you might use Agent for viewing pictures found in any of the binary newsgroups (e.g. **alt.binaries.pictures.cartoons**). You'll see how many of Agent's configuration options can be used to optimize viewing of attachments.

To tailor they way you view attachments to suit your needs:

1. Make sure you have configured an application for viewing pictures. (Although this is not specifically an Agent function, directions for doing this are in Agent's online help.)
2. Set properties for the group appropriately. With the group selected, choose the *Group*→*Properties*→*Receive Files* tab. Then make sure these options are checked: *Detect UUEncoded files automatically*, *Ignore fragments*, *Join multipart messages when retrieving headers*, and *Double-clicking launches attachments*, as illustrated below.



3. On the *Group*→*Properties*→*Directory* tab, make sure you have specified the correct directory for saving attached files.



4. Define a kill filter for this group. Use a *Skip* filter, searching for `[* , 99]`. This will prevent most non-binary messages from being retrieved, as it will skip any messages containing fewer than 100 lines.
5. You may want to sort the group by size, with the smallest messages at the top (*Group*→*Sort Messages by*→*Size*). This can be useful if you have a slow connection, so you focus on the messages that can be retrieved most quickly.
6. Define a view that does not show incomplete multipart messages, and activate this view (*Group*→*View Messages*→*Manage Views*).
7. Go online and get new headers for this group.
8. Scan through the headers, select the messages you are interested in, and retrieve message bodies for these messages. Note that steps 4, 5 and 6 should have made it easy for you to scan through the message list.
9. From the top of the group message list, hit the “B” key, and cycle through the messages that have bodies. For each one, double-click the header (or press Enter) to view the attachment.



Note: if a message has more than one attachment, open up the message index and launch each part individually.

10. If you want to save the attachment, simply hit the “A” key (or right click on the message and select *Save All Attachments*).

Agent and Other Applications

Agent is a fully integrated part of your Internet suite of products, allowing you to directly invoke the application of your choice to process Internet URLs. In addition, from Internet Explorer and Netscape, you can use Agent as your email and news program. Finally, you can use Agent hand-in-hand with other newsreaders, or with other copies of Agent, through the use of a standard newsrc file.

This chapter is broken into the following areas:

-  URLs in Agent
-  Using a Newsrc File

URLs in Agent

What is a URL?

A URL (Uniform Resource Locator) is an address used to locate a resource on the Internet. The format of the URL depends on the type of resource. Here are some examples:

URL	Type of address
<code>http://www.forteinc.com</code>	World Wide Web address
<code>agent-info@forteinc.com</code>	email address
<code>ftp.forteinc.com</code>	FTP address

Here are the URL types that Agent recognizes:

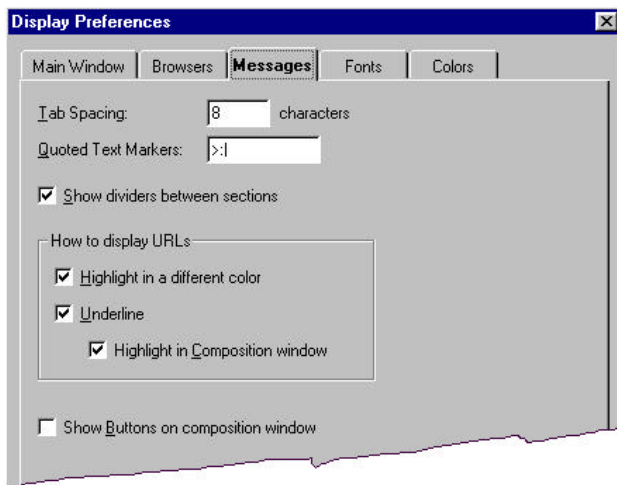
- | | |
|--|--|
| file: File | news: Usenet News |
| ftp: File Transfer Protocol | nntp: Usenet News |
| gopher: Gopher | snews: Secure Usenet News |
| http: Hypertext Transfer Protocol | telnet: Telnet |
| https: Secure Hypertext Transfer Protocol | wais: Wide Area Information Servers |
| mailto: Email Address | |

Displaying URLs

Agent highlights all URLs it encounters -- in header fields, in message text, even in the Composition window as you create messages. By default, URLs appear green and underlined, but you can modify the style of highlighting to suit your own taste.

To control the style of highlighting used:

Select the *Options*→*Display Preferences*→*Messages* tab.



By default, Agent enables the following attributes for URLs in the section *How to Display URLs*. You have the option to disable any of these.

1. **Highlight in different color** - Check this box for Agent to display URLs in a different color than normal text.

Note: To set the URL color, use the *URL* option on the *Display Preferences Colors* tab.

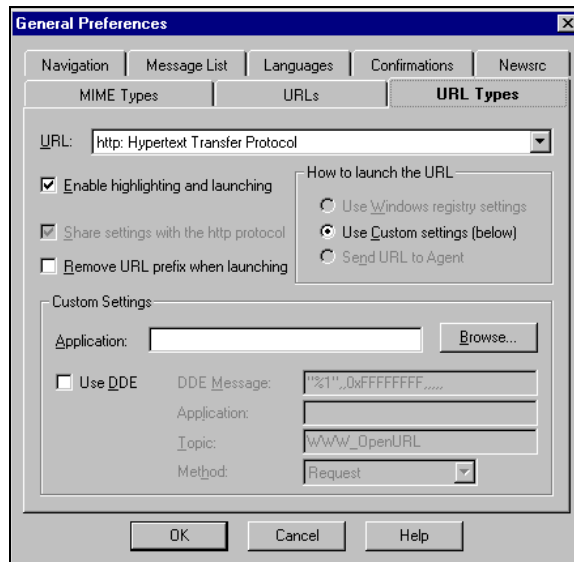
2. **Underline** - Check this box for Agent to display URLs with an underline. Uncheck the box to remove the underline.

3. **Highlight in Composition Window** - Check this for Agent to highlight URLs while you're composing a message.

Note: To optimize speed in composing messages, you might choose to turn off this option.

To control which types of URLs are highlighted:

Select the *Options*→*General Preferences*→*URL Types* tab.



For each URL type in the drop-down menu you can decide whether you want to enable URL launching.

If you uncheck the *Enable Highlighting and Launching* option for a particular URL type, that type will no longer be highlighted by Agent.

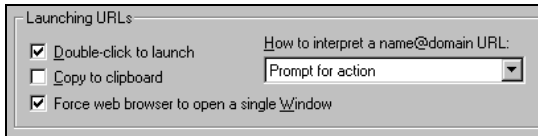
Some other things to note:

- Whenever your cursor is positioned over a highlighted URL, it will change to an arrow.
- If you right click while the cursor is over a URL, you'll get an abbreviated context menu with options for handling the URL.
- If you select text, then right click, you'll get a context menu, which includes options for handling URLs.

Launching a URL

When you double-click on a highlighted URL, Agent will invoke the application on your system used for handling that type of URL. This is called “launching” a URL. For example, if you double click the URL **http://www.forteinc.com**, Agent will invoke your Web browser, with focus on Forté's home page. If you double click an email address, Agent will open up an Agent Composition window with the selected URL in the "To:" field.

You can customize launching behavior to suit your needs. On the *Options*→*General Preferences*→*URLs* tab, note the section, *Launching URLs*.



These options are described as follows:

1. **Double-click to launch** - Checking this box allows you to launch a URL in a message by double-clicking the URL. If you uncheck this box, double-clicking just selects the text (i.e., it does not launch the URL or copy the text to the clipboard).

Note: There are a variety of formats for URLs. Even if Agent does not seem to recognize a URL with an uncommon format, you can still launch it (see below) by dragging the mouse across the URL to select it, then right-clicking the selection and choosing *Launch URL* from the context menu that appears.

2. **Copy to clipboard** - Check this box to have Agent copy the URL to the clipboard at the same time that it launches the URL.

Note: This option only applies when you launch a URL.

3. **Force web browser to open a single window** - Checking this box forces your web browser (e.g. Netscape or Internet Explorer) to use its

current window for displaying URLs sent to it by Agent, even if the browser is normally configured to open a second window.

Technical Note: This option forces the argument passed via the WWW_OpenURL command to be:

"%1" ,,0xFFFFFFFF ,,,,,

no matter what the registry says it should be. So, if you're a Netscape user and this is checked, you shouldn't have to make any other changes to Agent to cause Netscape to load only one copy of itself.

4. **How to interpret a name@domain URL** - Select the way in which you want Agent to interpret URLs detected in a message. Because there is potential ambiguity between an email address and a news message ID, you need to tell Agent how to resolve the ambiguity when encountered.

By default, Agent attempts to distinguish between the two (i.e. it makes an educated guess). But you have the following options:

- Prompt for action, where Agent will always ask you how to proceed.
- Assume the URL is an email address.
- Assume the URL is a message-ID.
- Make an educated guess. (Technical details are in the online help.)

Launching message URLs poses a special problem for Agent. The message ID can refer to *any* news message, whether it's in the current group, other groups or folders, or even on the host news server. You need to tell Agent where it should look. On the *Options*→*General Preferences*→*URLs* tab, the *Search for message URLs in:* section allows you to specify your preferences.

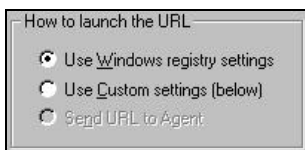
Search for message URLs in:

<input type="radio"/> Current Group	<input checked="" type="checkbox"/> Folders
<input checked="" type="radio"/> Subscribed groups	<input checked="" type="checkbox"/> News Server
<input type="radio"/> All groups	<input checked="" type="checkbox"/> Prompt before going online

- Select which set of groups in which you want Agent to search the message URL.

- Check the *Folders* box to have Agent search your folders for the message.
- Check the *News Server* box to have Agent search for the message on your News Server. If you check the *Prompt before going online* box, Agent will ask you if you want to proceed before going online.

You can define specific launch behavior for each type of URL using the *Options*→*General Preferences*→*URL Types* tab. By default, Agent will use your Windows registry/association settings to determine which application to use, but you can override this behavior directly by selecting one of the other options in the *How to Launch URLs* section of the *URL Types* tab.



Use Windows registry settings - This setting is only available in the Windows 95 and Windows NT 4.0 version of Agent. This is the default setting that allows Agent to work in harmony with the Windows 95 and Windows NT 4.0 system.

Use Custom settings (below) - Checking this option activates the *Custom Settings* section on the *URL Types* tab. You may use this setting in cases where you are using an application such as Netscape that requires different settings than the defaults. If you enter `netscape.exe` as the application, for example, Agent activates the other custom settings, automatically checking the *Use DDE* option and inserting Netscape as the application.



Send URL to Agent - This option is normally not available (grayed out). It is only available when you have selected *nntp: Usenet News* from the URL dropdown list at the top of the *URL Types* tab.

Making Agent Your Default News/Email Program

You can easily configure your system so that Agent is used whenever you encounter a news message or an email address in your web browser.

To make Agent your default news/email program:

Use the *Make Agent the web browser service for...* options on the *Options*→*General Preferences*→*URLs* tab. Agent will update your system registry so that anytime you launch a news message and/or an email message from your Internet Explorer or Netscape browser, Agent will be launched.

- If you select an email address, Agent will bring up a Composition window with the email address in the "To:" field.
- If you select a message ID, Agent will find the message and bring up the message pane with this message, following the search instructions you specified on the *URLs* tab. (See page 169.)

For Internet Explorer 3.0 and above - Select *View*→*Options*→*Programs*. Agent will be one of the choices for News and Email. Select Agent.

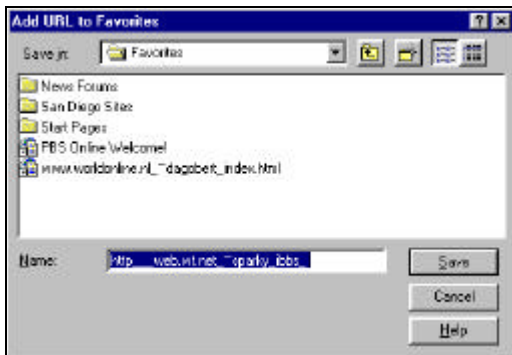
For Netscape 3.0 and above - you don't need to do anything else. However, because of limitations in Netscape, Agent can respond to URLs passed from Netscape only if Agent is already running.

Using Shortcuts and Internet Explorer's Favorites List

If you've installed Microsoft's Internet Explorer you can do the following:

Add URLs to Internet Explorer's Favorites list. (32-bit Agent only)

Highlight the URL in a message and select *Edit*→*Add URL to Favorites* (or use the URL context menu). On the *Add URL to Favorites* dialog that displays, press *Save* to add the URL to the list. (See the following example.)



Using the *Add URL to Favorites* dialog box, you can insert the URL anywhere in your Favorites hierarchy. Anytime you're in Agent and you want to see the contents of the Favorites folder, simply select *Window→Open Favorites Folder*.

Create shortcuts to email or news messages. (32-bit Agent only)

Such shortcuts will activate Agent directly. For example, if you have Agent set to be the default email program, you will follow these steps:

1. Right click a mail-to link in Internet Explorer and select *Copy Shortcut*.
2. Right click anywhere on your Windows desktop and select *Paste Shortcut*. A shortcut will be created on our desktop, showing Agent's *Email* icon.
3. Double-click the *Email* icon and Agent will be invoked, showing a Composition window with the mail-to link in the "To:" field.

Note to Netscape Users: The shortcut feature described above will work in Netscape if you've installed Internet Explorer on your system.

What if you use multiple copies of Agent?

Agent's URL-related features work smoothly for people who use multiple copies of Agent. You can have a single copy of Agent as both your news and email service (or neither), or you can have a different copy of Agent for each. You can configure Agent to work just the way you want.

Agent will configure itself so that two users can share the same computer with separate Agent databases, and have URL launching work correctly. For

example, if a husband and wife share a computer, when the husband launches a URL from his web browser, Agent will be initialized with the husband's database. Likewise, Agent will launch with the wife's database when she's using the computer. This feature *only* works under Windows 95 or Windows NT, and requires:

- A unique login account ID for each user.
- AGENT.EXE be stored in a common directory, with Agent databases in separate working directories.

Using a Newsrsc File

A newsrsc file is a text file used by Unix systems and by some other Windows-based newsreaders to record the list of newsgroups available to and used by an individual. The newsrsc file records the total list of groups, which groups have been subscribed to, and the range of messages that have been retrieved and read for each group.

Agent stores this same group information in its own database using a proprietary format. As long as you use a single version of Agent (always on the same machine), there's no need to worry about using a newsrsc file. However, if you use Agent at home, while at work you use a Unix-based newsreader (or another copy of Agent), you can use Agent's newsrsc import/export feature to keep your home and work newsreading in synch.

Exporting a Newsrsc File

Select *File*→*Newsrsc*→*Export*. You'll see the *Export Newsrsc File* dialog box. Do the following:

- Specify the filename and destination for the newsrsc file Agent will create.
- If you want only your subscribed groups exported, check the box *Export subscribed groups only* on the *Export Newsrsc* dialog box.

When a newsrsc file is exported, Agent uses both its list of messages that have been retrieved and the unread state of retrieved messages to build the newsrsc list of read messages, as follows:

- The lowest range of messages already retrieved by Agent is extended down to the number 1.

For example, if the range of retrieved messages is [100-150,200-240], Agent extends the first range to yield [1-150,200-240].

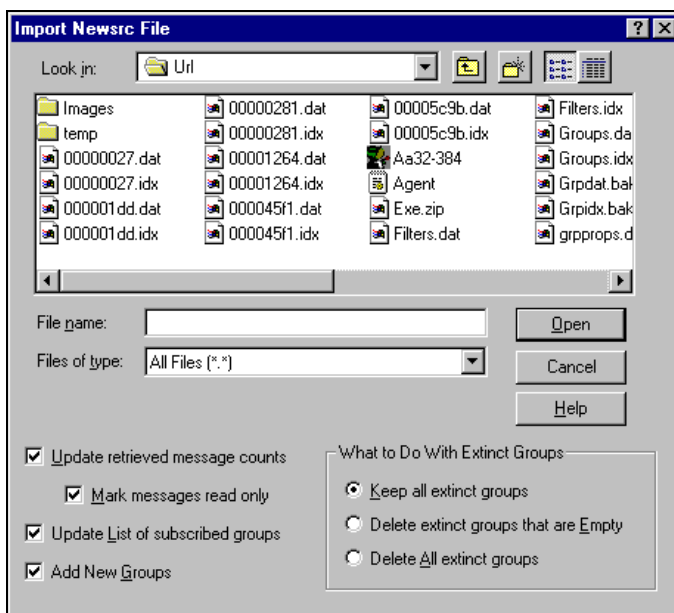
Note: This is done to prevent already-retrieved messages from being marked unread if the same newsrc file is re-imported.

- Retrieved but unread messages are removed from the list.

Importing a Newsrc File

If you have placed a newsrc file in your Agent data directory (either by exporting it from Agent or producing it from another application), you can import the file and update your groups list in Agent.

Select *File*→*Newsrc*→*Import*. You'll see the *Import Newsrc File* dialog.



Specify the name and location of the file to import. Then select the desired options, described below.

- **Update retrieved message counts** --Check this box if you want Agent to update the count of retrieved messages and their unread states when a newsrc file is imported. Agent's list of retrieved messages is updated so that it includes the list of messages in the newsrc file, as well as the messages currently stored in Agent's database for each group.

So...messages that may have not been included in the newsrc because they were marked unread, but which have already been retrieved, are

included in Agent's updated list of retrieved messages. All existing messages listed in the newsrc file are marked read, and all existing messages not listed in the newsrc file are marked unread (but see the next item.)

- **Mark messages read only** -- Check this box for Agent to use the newsrc ranges to mark existing messages read, but *not* to mark any messages unread. When you uncheck this box, Agent also marks as unread any messages not listed in the newsrc range.
- **Update list of subscribed groups** -- Check this box if you want Agent to update the list of subscribed groups when a newsrc file is imported and include subscribed groups not in your current list of subscribed groups in Agent.
- **Add new Groups** -- Check this box if you want Agent to add new groups when a newsrc file is imported and contains groups not already in your database.
- **What to Do With Extinct Groups** -- Choose how you want extinct groups (groups which are no longer available on your news server) to be handled.






Automatic Import and Export of Newsrc Files

You can configure Agent to automatically import a newsrc file on program startup and export a newsrc file on program exit. Use the *Options*→*General Preferences*→*Newsrc* tab to preset the options Agent will use when importing and exporting. The options are the same as those described above for manually importing and exporting newsrc files.

Customizing Agent

You have a wide range of options for customizing Agent, from designing toolbars and personalizing the Folders menus, to customizing the layout of Agent's panes and even the look of text in messages. In short, Agent is a highly flexible tool that fits the way you work.

In this chapter, you will learn how to customize:

-  Toolbars
-  Folders Menu
-  Window Display
-  Message Display
-  Agent.ini

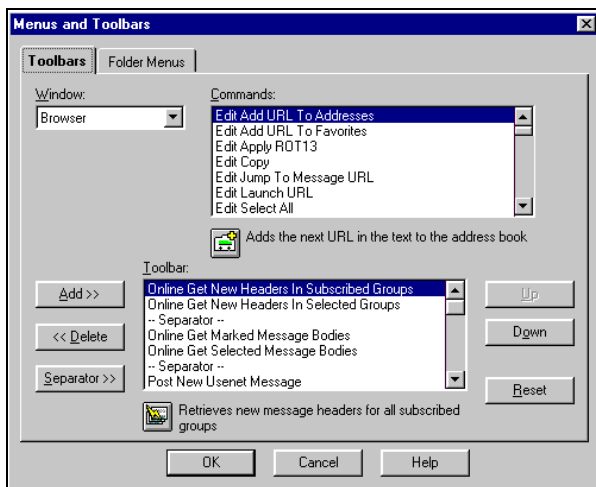
Toolbars

This is, arguably, one of the "coolest" features Agent offers, because toolbar icons are both fun to look at and functional. The ability to customize your toolbars is important because of how differently people work and how their personal preferences vary. Toolbars can be designed for:

- Agent's main browser
- The Outbox
- The Composition window
- The Address Book
- The Usenet Filters window
- The Email Filters window
- Agent's Log

To customize toolbars:

1. Select the *Options*→*Menus and Toolbars*→*Toolbars* tab, shown below.



2. From the *Window* list, choose where you want to add a toolbar command.
3. From the *Commands* list, choose the command you want to add.
4. In the *Toolbar* list, select where you want the command to appear and press the *Add* button. The command is inserted in front of this selection. On the toolbar, the icons appear in the same order (left to right) as the commands on the *Toolbar* list. You can change the order of the commands using the *Up* and *Down* buttons.

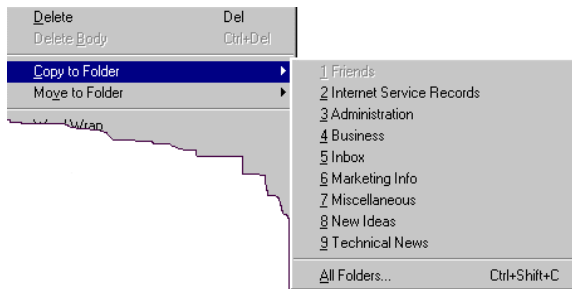
You can group similar types of icons, separating the groups by a slight space. To insert a space between one icon and another, press the *Separator* button.

If you change your mind about an icon, you can remove it from the toolbar by pressing the *Delete* button. The deleted command reappears as a choice on the *Commands* list. At any point, you can revert back to Agent's default toolbar settings by pressing the *Reset* button.

Finally, you can change the size of the icons on the *Options*→*Display Preferences*→*Main Window* tab. Make sure that *Show Tool Bar* is selected. Then specify the desired percentage to expand or shrink the buttons. Size changes are effective in increments of 5%. For example, any percent from 101%-105% will cause the buttons to expand by 5% (to 105%).

Folders Menu

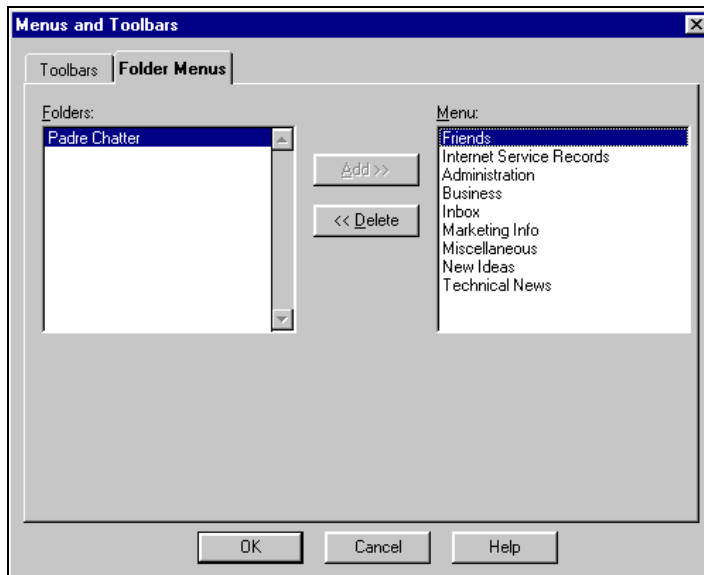
The Folders menu appears as a flyout menu from *Message*→*Copy to Folder* and *Message*→*Move to Folder* options.



Using the following procedure, you can customize the Folder menu so that it lists one or more of the folders to which you frequently copy or move messages.

To customize the folder flyout menus:

Select the *Options*→*Menus and Toolbars*→*Folder Menu* tab.



Under *Folders*, you'll see all currently defined folders. Select each folder that you want to add to the Folders flyout menu and press *Add*. The folder will switch from the *Folders* list to the *Menu* list. You can list up to nine folders on the Folders flyout menu.

To remove a folder from the menu, simply select the desired folder in the *Menu* list and press *Delete*. The folder is removed from the *Menu* list and reappears as a choice on the *Folders* list.

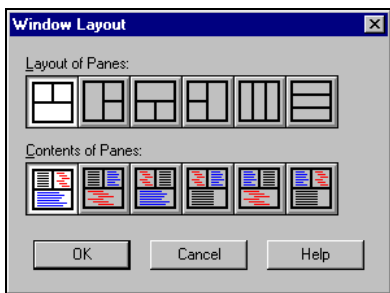
When you close the dialog box, verify that your selections appear on the *Folders* menu (e.g., on the *Copy to Folder* flyout).

Window Display

By default, Agent displays all three window panes upon startup. Once you have used the program a few times, you may want to customize the layout by rearranging the three panes.

Changing the Layout of the Panes

Select *Options*→*Window Layout* and the button bars below will display.



The button bars on the Window Layout dialog box are described as follows:

- **Layout of Panes** - These buttons show all of the available pane layouts. Click a button to choose that layout.
- **Contents of Panes** - For the layout above, these buttons show all of the ways you can organize the Group pane, Message List pane, and Message pane. To distinguish the three types of panes, the text on the buttons has been color coded:

Black text indicates the Group pane.

Red text indicates the Message List pane.

Blue text indicates the Message pane.

Click a button to choose that content arrangement.

Once you've made your selections and have closed the dialog box, the window will reflect your selections.

To resize the panes:

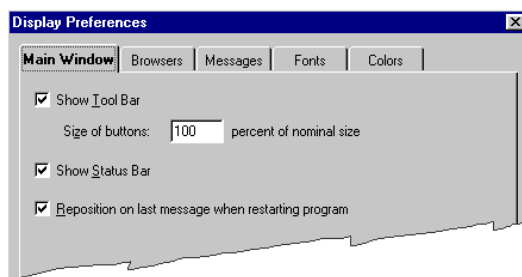
Simply drag the border between the two panes.

To save your new arrangement as the default:

Select *Options*→*Save as Default Window Layout*. Whenever you start Agent or open a new browser window (*Window*→*Open New Browser*), this layout will be used. The *Save as Default Window Layout* command saves the pane layout, pane sizing, and information on whether or not the pane is zoomed.

Changing the Appearance and Behavior of Agent's Windows

Select the *Options*→*Display Preferences*→*Main Window* tab.

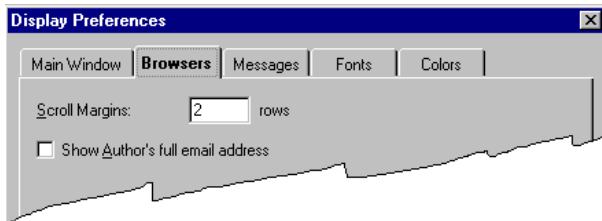


The *Main Window* tab options are described as follows:

1. **Show Toolbar** - Select this option to display the Agent toolbar directly below the menu bar.
2. **Size of buttons** - Specify the percentage to expand or shrink the buttons. The default size is 100%, or 20x20 pixels. A number greater than 100% expands the buttons, and less than 100% shrinks the buttons. Size changes are effective in increments of 5%.
3. **Show Status Bar** - Select this option to display the Agent status bar at the bottom of the window.

4. **Reposition on last message when restarting program** - Check this box if you want Agent to reposition itself on the message that was selected at the time you last closed Agent. If you don't check this box, when you open Agent the next time, Agent positions itself on the first message in the Message List pane.

Select the *Options*→*Display Preferences*→*Browsers* tab to view options pertaining to all browser windows:



1. **Scroll Margins** - Set this value to control how close the highlighted row in the Groups/Folders pane or the Message List pane gets to the top or bottom of the screen. When scrolling in these panes by using *Up Arrow*, *Down Arrow*, *Page Up* or *Page Down*, you'll always see the number of rows specified (2 is the default) above and below the row Agent jumps to (except, of course, when you reach the top or bottom of the pane).
2. **Show Author's full email address** - Check this box to display email addresses and full names in the Author column. When this box is unchecked, only the names are displayed.

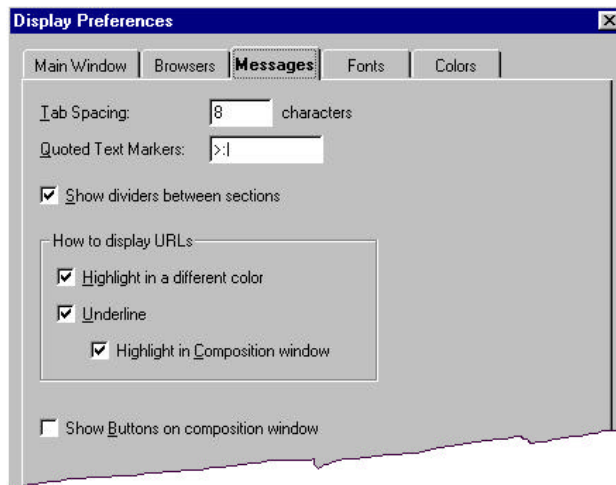
Message Display

Agent allows you to customize the message text that appears in the Message pane to suit your own needs and preferences.

Changing the Appearance of Messages

In the previous section, you saw how two of the tabs on the Display Preferences dialog box are used to change the appearance and behavior of Agent's browser windows. You can use the three remaining tabs on the Display Preferences dialog box to customize such things as how quoted text and URLs display, what style and size of fonts are used, and what colors are used for normal text, quoted text, and URLs.

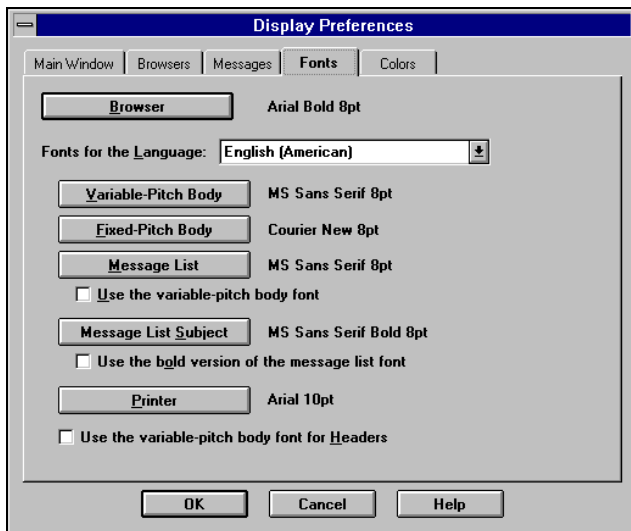
Select the *Options*→*Display Preferences*→*Messages* tab, which is used to change the appearance of message bodies.



These are your options on the *Messages* tab:

1. **Tab Spacing** - Enter the length of tab stops, in characters.
2. **Quoted Text Markers** - Enter the character(s) that will signify quoted text from a previous message. Quoted text markers are commonly used to indicate what part of a message has been copied or carried over from another message. Agent displays this text in the color specified for quoted text on the *Colors* tab of the *Display Preferences* dialog box.
3. **Show dividers between sections** - Check this box to insert a horizontal line between the different sections of message bodies. For example, if you've enabled *Show All Header Fields* on the *Message* menu, there will be a divider between the header fields and the body of the message.
4. **How to display URLs** - You can choose the attributes that you want to apply to URLs, including specifying a new color for URLs, and whether URLs are underlined or become highlighted when they are entered in the Composition window.
5. **Show Buttons on composition window** - Check this box to show the *Send Now*, *Send Later*, *Save*, *All Fields*, *Cancel*, and *Help* buttons directly as part of the Composition window. By default, these buttons are not on the Composition Window toolbar.

Selecting the *Options*→*Display Preferences*→*Fonts* tab allows you to change the fonts in Agent's messages and browsers.



Your options for changing the fonts in messages are described below.

Browser - Press this button to change the font for the Groups pane as well as for the Outbox, Usenet Filters, and Address Book windows. Fonts for the Message List and Message panes are defined below.

Fonts for the Language - In the rest of the dialog box, you may select which fonts to use for each language that you have defined. Use this combobox to select the language you may want to modify.

Variable-Pitch Body - Press this button to change the font to be used when displaying message bodies in a variable-pitch font.

Fixed-Pitch Body - Press this button to change the font to be used when displaying message bodies in a fixed-pitch font.

Often, messages will contain "fancy" signatures or other text that uses characters to create a graphic image. If the image is indefinable or looks distorted, try using the fixed pitch font.

Message List - Press this button to change the font used in the Message List pane.

Use the variable pitch body font - Check this box if you want the font that was selected for the Variable-Pitch Body setting to be used in the Message List pane.

Message List Subject - Press this button to change the font of the message subjects in the Message List pane.

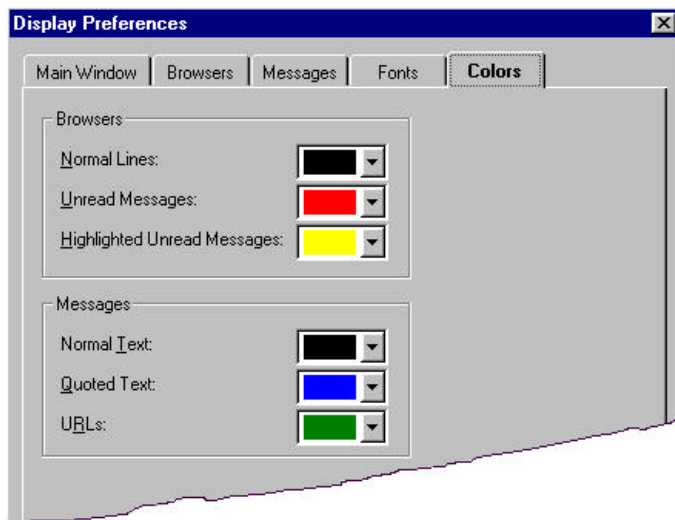
Use the bold version of the message list font - Check this box if you want the message subjects to be displayed in the bold version of the Message List font.

Printer - Press this button to change the font used when printing.

Use the variable-pitch body font for Headers - When this option is checked, Agent uses the variable-pitch body font for the body pane header and for the Subject field on the message composition window. Otherwise, it uses the default system font.

Note: You only need to check this box if you've selected a font that does not use the default Windows character set (e.g., a Cyrillic font for Russian), and you want the text in the different character set to be displayed correctly on the body pane header and/or subject edit field.

Finally, the *Options*→*Display Preferences*→*Colors* tab allows you to change the color of text and URLs that appear in message headers and bodies.



On the *Colors* tab, you can change each setting to any one of the sixteen colors in the dropdown palette. Here's what each setting represents:

Normal Lines - the color for groups, folders, and read message headers.

Unread Messages - the color for unread message headers in the Message List pane.

Highlighted Unread Messages - the color for unread message headers when they are selected. This is usually the inverse of the previous setting.

Normal Text - the color for message body text.

Quoted Text - the color for quoted text in a message's body.

URLs - the color for URLs.

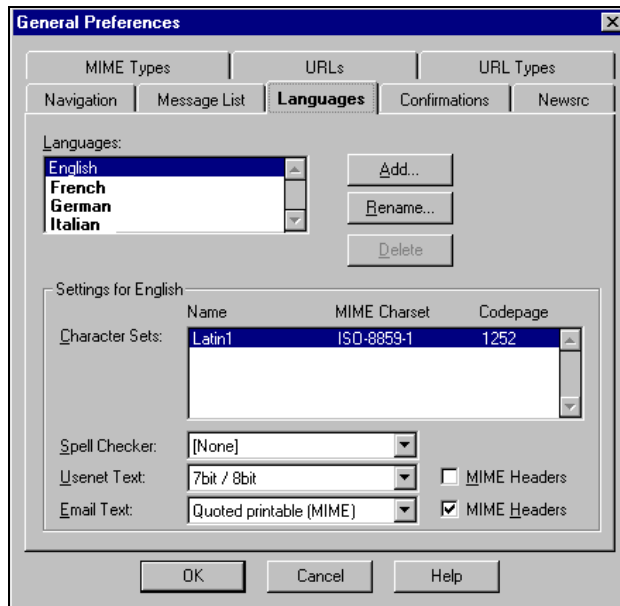
Customizing Agent for Different Languages

Some of the groups of interest to you may be home to conversation threads in languages other than English. If the language has an available dictionary on Agent's ftp site, you can install the dictionary for spellchecking messages you compose in that language.

In addition to the language dictionary, you may need to install a unique font so that the text of retrieved messages is viewed correctly. English, for example, uses the Latin character set, while Russian and Japanese use entirely different characters sets requiring alternate fonts. In Agent, you can specify the character set on a per-group or per-message basis.

To configure Agent for international fonts:

1. Install the font into your Windows system (see your Windows documentation for details).
2. Place the language's character set mapping (.csm) file in your Agent working directory. For example, you might download the Russian character set, `koj8.csm`, from the Agent ftp site into your Agent directory `c:\agent`.
3. Configure Agent's preferences as follows:
 - a. Select the *Options*→*General Preferences*→*Languages* tab.



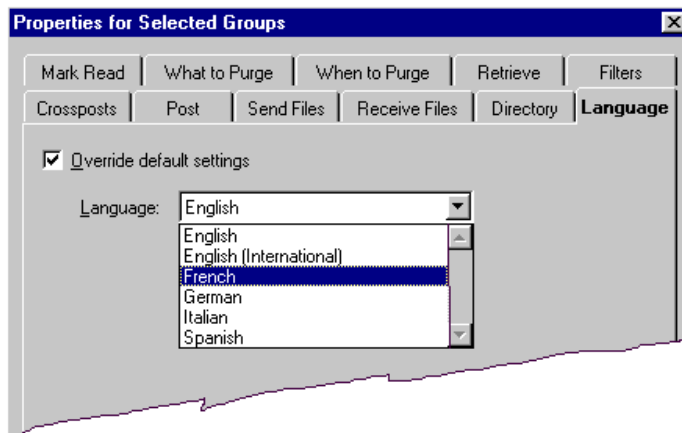
- b. Press the *Add* button to bring up the *Add Language* dialog box and add the language (e.g., Spanish) to the list of languages (see below).



Note: For fonts that use Non-Latin1 character sets (e.g., Russian, Japanese, Norwegian, and Swedish), you need to use variable-pitch fonts in the Message List and Message panes. To do this, use the *Variable-Pitch Body* button, and check the two options *Use variable-pitch body font* and *Use variable-pitch body font for Headers*.

4. Find and subscribe to the newsgroups using the font you installed.
5. Define Group Properties for the selected groups, as follows:
 - a. In the Groups pane, select the desired newsgroups.

- b. Select the *Group*→*Properties*→*Languages* tab.
- c. Set two options: check the *Override default settings* box and select the language associated with the newsgroups (see below).



Word Wrapping

Agent allows you to word wrap retrieved message bodies with lines too long to fit in the display window. Here's how text in messages will appear when the Word Wrap function is enabled or disabled:

- **Enabled Word Wrap** - All text in the message will be visible no matter how small the display window. This allows you to see all of the message, but may make it hard to determine the original format of the message.
- **Disabled Word Wrap** - The message text will appear in its original format, but you may have to use the horizontal scroll bar to see all of it.

To enable or disable the word wrap feature:


Select *Message*→*Word Wrap*. When a check appears by the command, it is enabled and the text in very long messages will wrap to conform to the size of your window. Select the command again to disable it.

Showing or Hiding Details in Messages

The details (or header fields) about a retrieved message body (e.g., author, location, and server) can be displayed at the top of the message or can conveniently be hidden to make it easier to read the message text.

To show and hide header fields:

Choose from one of the following equivalent methods to show the header fields. Then repeat that action to hide the header details again.

- Toolbar button:**  (To customize your toolbar with this button, see page 177.)
- Menu option:** *Message*→*Show All Header Fields*
- Keyboard shortcut:** H


Note: The *Show All Header Fields* option will not hide header details that somebody else quoted and included in the message. In that case, it is part of the message body and will always be displayed.

In addition to header details, at any time you have the option of viewing the "raw" message, which simply means the original text of message bodies in an unformatted state. For example, if you want to view a retrieved message with a GIF image attachment in its raw state, you would see all the header fields and the original encoded lines of the attachment (unformatted).

You can tell Agent which header fields to display. This is controlled through the file Agent.ini, described in the next section.

To view raw message details:

Choose from one of the following equivalent methods to view the message in its raw state. Then repeat that action to view the message again in its formatted state.

- Toolbar button:**  (To customize your toolbar with this button, see page 177.)
- Menu option:** *Message*→*Show Raw Message*
- Keyboard shortcut:** Alt+M+S

Important! If *Show Raw Message* is selected, Agent will not convert quoted-printable messages to the correct format, which may cause the message to be viewed incorrectly (e.g. characters like "=3D" or "=20" will appear in the message).

Agent.ini

The Agent.ini file contains all of the settings that control Agent's operations, its behavior under different conditions, and the way it displays information. In general you can (and should) control these setting by using the menu options and preference dialogs described in this manual. However, not all settings are available through menus and dialogs and can only be changed by altering the file directly, using the text editor of your choice

When you open Agent.ini in a text editor, you'll notice that the settings are organized in functional categories, indicated by square brackets ([]) (e.g., [Address], [Online], [Toolbars]). This helps you to find quickly the exact setting you wish to modify.

You should, of course, make a backup of the Agent.ini file before making any changes to it. This will save you the trouble of having to reset all your Agent preferences just in case anything goes wrong. And whenever you edit Agent.ini, make sure you *turn off* any automatic word wrapping in your editor. Some of the lines in Agent.ini are quite long, and wrapping them would make them multi-line, in which case they will no longer work correctly.

In this section some of the more useful settings (which are not available through menus or dialogs) are described in detail. To learn what each setting in Agent.ini means and where in the program you can find that setting, you can refer to Agent's Online Help. The topic ".INI" is at (or near) the top of the search index. In the AGENT.INI help topic, you can click on each of the functional categories to jump directly to the settings in that area. If the setting is on a dialog box in Agent, you can jump from the AGENT.INI help topic directly to the help topic for that dialog box.

Details of Some Agent.ini Settings

[View]

ProgressStyle=0

This setting controls the format of the graphical online task progress indicator in Agent's Status Bar. The options are:

- 0 Display the progress indicator in its own box on the Status Bar.
- 1 Display the progress indicator in its own box, and include text showing the percentage of the task completed so far.
- 2 Display, in its own box, text showing the percentage of the task completed so far without a graphical progress indicator.
- 3 Display the graphical progress indicator over the text describing the current task.

- 4 Do not display the progress indicator.

[Article]

NewsBaseFields="<fields>"

NewsAllFields="<fields>"

MailBaseFields=!to,!subject,!from,!date,cc,bcc

MailAllFields="<fields>"

These settings control which header fields are displayed at the top of the message body. The News parameters control Usenet messages, and the Mail parameters control email messages. The "Base" parameters control the fields that are always displayed, if non-empty (see below). The "All" parameters control the fields that are displayed when "Show All Header Fields" is activated.. Each parameter contains a list of comma-separated field names, with fields displayed in Agent in the order listed in these settings. If a field name is preceded with a !, then the field is always displayed. Otherwise, the field is displayed only if it's actually contained in the message. If a "Base" (news or email) parameter is empty, then no fields are displayed when "Show All Header Fields" is inactive. If an "All" (news or email) parameter is empty, then all fields are displayed when "Show All Header Fields" is activated.

[Attachment]

Executables="exe,bat,com,cmd"

This setting controls the executable applications recognized by Agent. For these file types, Agent will display a warning before attempting to launch files of this type, protecting you from possible computer virus contamination.

[Message]

GMTDates=1

When non-zero, Agent will post all news and email messages in GMT format rather than your local timezone.

ShowAllFields=0

When non-zero, Agent will allow editing of the Control and Approved message fields used for posting to moderated newsgroups.

SignatureDelimiter="^--()?\$"

This setting tells Agent which characters mark the beginning of a signature. When Agent sees the final occurrence of this string of characters in text to be quoted, all text after this delimiting text is stripped from the quoted text. To deactivate this feature, place a right parenthesis just after the first quotation mark in the string. For example,

SignatureDelimiter="^--()?\$"

[Timing]

Parameters in this section allow you to control how long before a "timeout" message is displayed in Agent. If you think the server is dropping your connection, or having "lags" in the download of headers, then you can increase the amount of time Agent will wait before generating the error dialog box. All times are in seconds.

GetHostByNameTimeout=30

This setting controls the timeout period for looking up the host's name.

ConnectTimeout=10

This setting controls the timeout period for connecting to the host.

ResponseTimeout=120

This setting controls the timeout period for waiting for a response from the host.

SendTimeout=60

This setting controls the timeout period for sending a command to the server. This is the maximum time the program will wait during a blocked transmission, not the total time allowed to send a message.

PostTimeout=60

This setting controls the timeout period for posting a message or email message. This is the maximum time the program will wait during a blocked transmission, not the total time allowed to send a message.

PostResponseTimeout=360

This setting controls how long Agent will wait for an acknowledgment from the server after posting a message or email message.

QuitResponseTimeout=30

This setting controls how many seconds Agent will wait for a Quit acknowledgment from the server.

[Debugging]

ShowUID=0

When non-zero, Agent will show the group/folder id's in the Groups pane. This number is the base filename for each group's IDX and DAT files, allowing you to find the actual files which correspond to a group or folder.

ShowArticleDetail=0

When non-zero, Agent will show some detailed information about messages at the bottom of the Message pane. In particular, this shows the message's number as reported by the news server.

ShowBuild=0

When non-zero, Agent will display the build number in the title bar.

Index

7-bit / 8-bit format, 136

address book, 122–30

- adding a new address, 124
- converters, 130
- creating an entry from a message, 124
- expanding addresses, 125, 129
- finding an address, 126
- importing addresses, 130
- opening, 122
- picking addresses, 113, 126–28
- using mailing lists, 125
- validating addresses, 128

addresses

- adding a new address, 124
- expanding, 125, 129
- finding, 126
- importing, 130
- local, 129, 132
- picking, 126–28
- validating, 128, 132

Agent.ini, 190–93

APOP, 24

attachments, 130

- adding, 114, 130
- digests, 159–60
- encoding and decoding, 150
- executable attachments, 191
- formats supported in Agent, 150
- launching, 151
- message index, 152
- message sections, 152
- multipart, 150
- retrieving, 153–56
- retrieving multipart attachments, 155
- saving, 152, 156–57
- sending, 157–59

viewing as text, 156

authorization, 17

news server, 17

bcc field, 118

buttons on the Composition window, 183

canceling Usenet messages, 141

catching up in groups, 60

cc field, 118

checking for mail, 25, 42, 44, 63

checking message status, 139

checking spelling, 134–35

colors, 185

compacting databases, 108

composing messages

attaching a file, 130

checking spelling, 134–35

fields, 117–19

options, 131–34

overview, 113–17

pasting text as quoted, 134

pick address button, 127

quoting text, 133

saving, 133

setting preferences, 131

signatures, 119–21

word wrapping, 132

configuring for online/offline behavior, 46

connection, setting up, 48

context menus, 30

copying URLs to the clipboard, 168

creating folders, 53

creating message filters, 68

creating views, 93–96

crossposting messages, 61

custom views, 93

Customer Support, 7

- customizing Agent, 177–93
 - Agent.ini, 190–93
 - colors, 185
 - fonts, 184
 - international languages and fonts, 186
 - message appearance, 182
 - message display, 182–89
 - quoted text markers, 183
 - section dividers, 183
 - tab spacing, 183
 - toolbars, 177–78
 - size of toolbar buttons, 178
 - window display, 180–82
 - word wrapping, 188
- customizing the Folders menu, 179–80
- Daylight Savings Time, 16
- default news/email program, 171
- default signature, 121
- defining news and mail servers, 16
- deleting messages, 108
- Dial-Up Networking, 48
 - defining settings, 49
- dictionaries for spell checking, 135
- digests, 159–60
 - bursting, 160
 - sending, 159
- disposition (of message sections), 152
- distribution field, 118
- email. *See* mail
- encoding and decoding attachments, 150
- expanding addresses, 129
- expanding and collapsing threads, 37
- expanding threads automatically, 38
- expires field, 118
- Favorites list, 171
- field text, 125
- fields, 117–19
 - automatic insertion from the Address Book, 126, 128
 - defined, 118
 - displaying, 189, 191
 - in expressions, 78, 79, 100
 - when printing messages, 110
 - when saving messages, 57
- file attachments. *See* attachments
- filing mail automatically, 67
- filing messages in folders, 42, 45, 53–56
 - when sending messages, 140
- filter examples, 86
- filter expression language, 75–79
- filter expressions, 70, 72
- filtering messages. *See* message filters
- finding groups, 19
- finding messages, 98–103
 - find / find next, 98
 - global search, 99–103
- focus, 29
- folders
 - copying and moving messages, 54
 - creating, 53
 - drag-and-drop method, 54
 - Manage Folder Menu dialog, 55
 - viewing, 54
- Folders menu, 179–80
- follow-up to field, 119
- fonts, 97, 184
 - international, 186
- Forté
 - Customer Support, 7
 - ftp site, 130, 135
 - web site, 6
- forwarding messages, 115
- from field, 119
- Getting Help, 6
 - Customer Support, 7
 - Forté's web site, 6
 - newsgroups, 7
- global search, 99–103
- GMT time, 191
- group properties, 39
 - for all groups, 39
 - for selected groups, 40
- groups
 - catching up, 60
 - finding, 19
 - new, 30
 - properties, 39
 - refreshing, 18
 - sampling messages in, 20
 - selecting, 40

- subscribing, 22, 30
 - viewing, 23, 28
- groups/folders pane, 28
- header fields
 - displaying, 189, 191
- hiding message details, 188
- icons, 30–32
 - expand, collapse thread, 31
 - for attachments, 155
 - Groups/Folders pane, 30
 - message body, 31
 - Message List pane, 31
 - Outbox, 140
 - unread mail, 67
- ignoring threads, 31, 43, 45, 61
- importing addresses, 130
- Insert key, 32
- installation, 11
 - electronic, 13
 - shrinkwrap, 13
- Internet Explorer, 171
- Internet Explorer's Favorites list, 171
- keep command, 107
- keeping messages, 31, 43, 45, 103–9
- keywords field, 119
- languages, 186
- launching attachments, 151
- local addresses, 129, 132
- mail
 - alerts, 66
 - checking for, 63
 - default inbox folder, 23
 - email defined, 4
 - filing automatically, 67
 - replying to, 42
 - retrieving at more than one site, 65, 88
 - retrieving for the first time, 23
 - unread mail icon, 67
- mail (SMTP) server, 16
- mailing lists, 125
 - field text, 125
- managing crosspostings, 61–63
- MAPI, 142
- marking messages for retrieval, 30, 31, 37, 44
- marking messages read, 36
- menu bar, 28
- message (body) pane, 29
- message details, 188
- message digests. *See* digests
- message display, 182–89
- message fields, 117
- message filters, 67–89
 - add email filter dialog, 72
 - add Usenet filter dialog, 69
 - creating, 68
 - deleting, 75
 - editing, 75
 - examples, 86
 - expiring, 71, 74
 - filter expression language, 75–79
 - filter expressions, 70, 72
 - filtering out spam, 84
 - managing, 74
 - regular expressions, 81–84
 - Usenet filter examples, 79–81
- message index, 152
- message list pane, 29
 - resizing columns, 29
 - showing author's full address, 182
 - views, 92
- message properties, 137, 157, 159
- message status, 31, 32
- messages
 - canceling Usenet messages, 141
 - composing, 113
 - creating an address book entry from, 124
 - deleting, 108
 - digests, 159–60
 - display options, 182–89
 - displaying, 97
 - filing in folders, 42, 45, 53–56
 - filters, 67–89
 - finding, 98–103
 - fonts, 97, 184
 - forwarding, 115
 - international fonts, 186
 - keeping, 31, 43, 45, 103–9
 - languages, 186
 - marking for retrieval, 30, 31, 37, 44

- marking read, 36
- message index, 152
- posting queued messages, 46
- printing, 110–11
- properties, 137, 157, 159
- purging, 103–7
- raw, 57, 189
- replying to, 115
- re-sending, 140
- retrieving bodies, 22
- retrieving headers in selected groups, 42
- retrieving headers in subscribed groups, 22, 44
- retrieving marked messages, 44
- sampling, 20
- saving, 114
- saving to a file, 56–58
- sending, 114
- showing details, 188
- sorting, 29, 89
- viewing, 89–98
- word wrapping, 97
- MIME, 150
 - MIME types, 151
- multipart attachments, 150
 - retrieving, 155
- multiple selection, 21, 40
- multi-tasking, 41
- navigating, 33–38
 - and retrieving messages, 36
 - moving between messages, 34
 - moving between panes, 33
 - moving to next or previous message, 34
 - retrieving next unread message, 37
 - retrieving next unread message in a thread, 37
 - single key navigation, 37
 - skipping to next unread group, 36
 - skipping to next unread message, 35
 - skipping to next unread message in a thread, 35
 - skipping to next unread message with body, 35
 - skipping vs. viewing, 34
- Netscape, 171, 172
- new groups, 30
- news (NNTP) server, 16
- news server authorization, 17
- newsgroups
 - defined, 4
 - examples, 5
- newsrsrc files, 173–75
 - automatic import and export, 175
 - exporting, 173
 - importing, 174
- offline mode, 41
 - configuring, 46
 - typical session, 44
- Online Help, 6
- online mode, 41
 - configuring, 46
 - typical session, 42
- organization field, 119
- Outbox, 139–41
 - icons, 140
 - opening, 139
 - re-sending messages from, 141
- overwriting text, 32
- pasting text as quoted, 134
- picking addresses, 113, 126–28
- POP servers, 24
 - using APOP, 24
- posting messages. *See* sending messages
- posting queued messages, 46
- printing messages, 110–11
- properties for all groups, 39
- properties for selected groups, 40
- purging messages, 103–7
 - preventing, 107
 - what to purge, 105
 - when to purge, 104
- quoted printable format, 136
- quoted text, 133, 134
- quoting text in messages, 116
- refreshing the groups list, 18
- registration, 13
 - electronic, 14
 - shrinkwrap, 14
- regular expressions, 81–84

- Release Notes, 6
- Remote Access Services (RAS), 49
- replying to mail, 42
- replying to messages, 115
- reply-to field, 119
- retrieving attachments, 153–56
- retrieving mail, 23
 - with POP, 24
 - with SMTP, 25
- retrieving mail messages, 63–67
- retrieving marked messages, 44, 59
- retrieving message bodies, 22, 59
- retrieving message headers
 - in selected groups, 42
 - in subscribed groups, 44
- retrieving multipart attachments, 155
- retrieving news messages, 58–63
- ROT13, 97

- sampling messages, 20
- saving attachments, 152, 156–57
- saving messages to a file, 56–58
 - header fields, 57
- scroll bars, 30
- scroll lock key, 32
- scroll margins, 182
- selecting an address, 126–28
- selecting multiple groups, 40
- selecting multiple headers, 21
- sender field, 119
- sending attachments, 157–59
- sending messages, 114, 136–39
 - 7-bit / 8-bit format, 136
 - canceling Usenet messages, 141
 - checking status, 139
 - filing messages in folders, 140
 - forwarding, 115
 - message types, 114
 - new messages, 114
 - posting queued messages, 46
 - preferences for individual messages, 137
 - quoted printable format, 136
 - quoted printable vs. 7-bit / 8-bit, 136
 - replying, 115
 - re-sending, 140
 - setting format preferences, 136
 - using MAPI, 142

- servers
 - mail (POP), 24
 - mail (SMTP), 16
 - news (NNTP), 16
- setting message preferences, 131
- setting up a connection, 48
- shortcuts, 171
- showing buttons on the Composition window, 183
- showing message details, 188
- signatures, 119–21
 - creating, 120
 - default, 121
 - delimiter, 191
 - inserting, 119
 - stripping, 116, 191
- single key navigation, 37
- size of toolbar buttons, 178
- sorting messages, 29, 89
- SPA (Secure Password Authentication), 25
- spam, 84
- spell checking, 134–35
 - dictionaries, 135
- status bar, 30, 41, 67, 181, 190
 - indicators, 32
- subscribing to groups, 22
- summary field, 119
- system requirements
 - 16-bit Agent, 12
 - 32-bit Agent, 12
 - PC, 12

- tasks, 41
- threads, 29
 - displaying, 90
 - expanding and collapsing, 37
 - expanding automatically, 38
 - ignoring, 31, 43, 45, 61
 - watching, 31, 43, 45, 60
- three pane layout, 18, 27
 - changing the layout, 180
 - groups/folders pane, 28
 - message (body) pane, 29
 - message list pane, 29
 - moving between panes, 33
 - resizing panes, 181
- time zones, 16, 191

- timeout parameters, 192
- title bar, 28
- to field, 119
- toolbars, 28, 177–78

- unread mail icon, 67
- unread messages, 30, 32
- URLs in Agent, 165–71
 - and Internet Explorer, 171
 - and Netscape, 171, 172
 - copying to the clipboard, 168
 - displaying, 166, 183
 - Internet Explorer's Favorites list, 171
 - interpreting URLs, 169
 - launching, 168
 - URL types, 165
 - using Windows shortcuts, 171
 - working with web browsers, 169
- using multiple copies of Agent, 172
- UUEncode, UUDecode, 150

- validating addresses, 128
- view filters. *See* views
- viewing
 - folders, 54
 - groups, 23, 28
 - message bodies, 22, 29
 - messages, 89–98
 - subscribed groups, 23

- views, 92
 - advanced, 94
 - creating, 93–96
 - currently selected view, 31
 - examples, 96
 - selecting, 92
 - simple views, 93

- watching threads, 31, 43, 45, 60
- window display, 180–82
 - Agent's main window, 181
- windows in Agent, 32
 - address book, 122
 - composition window, 116
 - showing buttons, 183
 - email filters, 68, 74
 - Outbox, 139
 - Usenet filters, 68, 74
- Windows registry, 170
- Windows shortcuts, 171
- Winsock
 - loading, 25, 47
 - unloading, 65
- word wrapping, 97, 132, 138, 188
- working offline, 41
- working online, 41

- zooming in and out, 29, 33