

# Oracle® Collaboration Suite

Using Oracle Webmail

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You can use Oracle Webmail to:

- Compose and manage messages
- Create and manage message folders
- Manage public distribution lists and directory address books

This guide provides instructions for:

- [Accessing Oracle Webmail](#)
- [Understanding the Page Layout](#)
- [Viewing and Managing Messages](#)
- [Composing E-mail Messages](#)
- [Managing Folders](#)
- [Managing Public Distribution Lists](#)
- [Managing Directory Address Books](#)

## 1 Documentation Accessibility

Our goal is to make Oracle products, services, and supporting documentation accessible, with good usability, to the disabled community. To that end, our documentation includes features that make information available to users of assistive technology. This documentation is available in HTML format, and contains markup to facilitate access by the disabled community. Standards will continue to evolve over time, and Oracle is actively engaged with other market-leading technology vendors to address technical obstacles so that our documentation can be accessible to all of our customers. For additional information, visit the Oracle Accessibility Program Web site at

<http://www.oracle.com/accessibility/>

## 2 Accessing Oracle Webmail

You access Oracle Webmail through a Web browser by entering a unique Web address, known as a Uniform Resource Locator (URL), assigned to the Oracle Webmail login page by your administrator.

To access Oracle Webmail:

1. Enter the Oracle Webmail URL in the address field of your browser.

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**Note:** You can set the Oracle Webmail URL as a bookmark or make it your home page using your browser's preferences.

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2. Enter your e-mail user name and alphanumeric password.
3. Click **Login**. The Oracle Collaboration Suite Welcome page appears.

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**Note:** After you log in to Oracle Webmail, you can access other Oracle Collaboration Suite applications, such as Oracle Calendar, without reauthenticating.

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### 3 Understanding the Page Layout

Oracle Webmail pages contain the following elements:

- **Global buttons**, located across the top right of the page, that link to the following functions: **Return to Portal**, **Preferences**, **Logout**, and **Help**
- **Tabs**, located on the top right of the page, that link to **Mail** and **Directory**
- **Subtabs** that appear when you click a tab on the Oracle Webmail main page. The subtab bar at the top left of the screen displays the subtabs for each tab, and provides links to areas within a particular application.
- For some tab and subtab combinations, a **side navigation bar** provides a selection of options

All Oracle Webmail pages have links to **Mail**, **Directory**, **Return to Portal**, **Preferences**, **Logout**, and **Help** at the bottom and content areas that change depending upon which application you are using.

### 4 Viewing and Managing Messages

After you log in to Oracle Webmail, click the **Mail** tab. The **All Messages** subtab is selected by default, showing the contents of the INBOX folder in the message list view. To view a different folder, select it from the **Select a folder** list and click **Go**. From the All Messages page, you can view, manage, and search for any of the messages in your message store.

Additional subtabs under the **Mail** tab include the following:

- **E-Mail**: Displays only e-mail messages in the message list view for a particular folder

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**Note:** When you set and enable a Trash folder, an **Empty Trash** button also appears.

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- **Voice Mail**: Displays only voice mail messages in the message list view for a particular folder

- **All Folders:** Displays a list of all folders, including information about the total number of messages and unread messages contained in the folder; folder size; **Edit**, **Expunge**, and **Delete** links; whether a folder you own is shared with other users; and a **Shared** link that displays a list of all shared folders owned by other users. Additionally, there is a section for creating new folders.

**See Also:** "[Managing Folders](#)" on page 10 for more information about folders

- **Mailing Lists:** Displays mailing lists to which you subscribe along with information about each mailing list, including the **List-Id**, **List Topic**, **List Type**, and whether or not the list is active.

**See Also:** "[Managing Public Distribution Lists](#)" on page 12 for more information about mailing lists

Located below the subtab bar is a series of navigational links you can use to return to the message list view of a folder.

For example, if you select the navigational links **All Folders > INBOX > hello**, you see a message with the subject *hello* from the INBOX folder. If you click the **INBOX** link, you return to the message list view of the INBOX folder. If you click the **All Folders** link, you go to the All Folders page.

This section describes the following tasks:

- [Viewing Messages](#)
- [Searching Folders for Messages](#)

## 4.1 Viewing Messages

From the All Messages page, you can view or listen to any of the three different message types supported by Oracle Collaboration Suite: e-mail, voice mail, and fax. Voice mail and fax messages are labeled as such in the **Subject** column of the All Messages page. E-mail messages display the subject of the message in the **Subject** column.

To refresh the message list view, click **Get Mail**.

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### Notes:

- E-mail messages sent without a subject display with a **No Subject** link in the **Subject** column.
  - To listen to voice mail messages from your computer, you must have a media player installed that is capable of reading files with a `.wav` extension.
  - Fax messages are sent as attachments with a `.tif` file extension and can be viewed with any image viewer.
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To view or listen to a message:

1. Click the link in the **Subject** column of the message you want to view or to which you want to listen.

E-mail messages display header information and the text of the message.

When you click **Voice Mail** or **Fax**, the header information of the message appears, along with a **Download Voice Mail** or **Download Fax** link.

2. Save the voice mail or fax message to any folder on your hard drive.
3. Locate the voice mail or fax message and double-click the file to open.

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**Notes:**

- You can configure your Web browser to automatically launch a media player or an image viewer to listen to your voice mail messages and view your fax messages rather than download, save, locate, and view the message.
  - The `.tif` image is stored in a single file with multiple pages, so you need a `.tif` viewer that is capable of showing multiple page `.tif` files.
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Within the message detail view, you can choose how you want to manage a message you are viewing.

- Click **Reply** to reply to the sender only
- Click **Reply All** to reply to both the sender and all recipients
- Click **Forward** to forward the message to any number of recipients
- Click **Delete** to delete the message
- Click **Move** to move the message to another folder

This section describes the following tasks:

- [Replying to Messages](#)
- [Forwarding Messages](#)
- [Deleting Messages](#)
- [Moving Messages](#)

#### 4.1.1 Replying to Messages

To reply to an e-mail message:

1. In the message list view, select the box next to the message to which you want to reply and click **Reply** or **Reply All**.
2. The New Message page appears with the **To** and **Subject** fields already filled in. You can add additional recipients by entering their e-mail addresses in the **To**, **Cc**, or **Bcc** fields.
3. Enter the message reply in the **Content** field.
4. Click **Send**.

## 4.1.2 Forwarding Messages

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**Note:** You can forward only one message at a time. Depending on how your message forward preferences are set, forwarded messages are either sent as attachments or as a quote.

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To forward an e-mail, voice mail, or fax message to any recipient:

1. In the message list view, select the box next to the message you want to forward, and click **Forward**.
2. Enter the e-mail addresses of the recipients in the **To**, **Cc**, or **Bcc** fields.
3. Enter any message text in the **Content** field.
4. Click **Send**.

**See Also:** *Oracle Collaboration Suite Setting Oracle Webmail Preferences* for information about message forward preferences

## 4.1.3 Deleting Messages

To delete messages from the message list view, select the box or boxes next to the message or messages you want to delete and click **Delete**. To select all messages in the message list view, click **Select All**.

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**Note:** Clicking **Select All** only selects the messages that are displayed on the page. **Select All** does not select all messages in the folder.

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Depending upon how your message preferences are set, deleted messages either have a red X next to the message or are moved directly to the Trash folder. If a red X appears next to the message, click **Compact Folder** to delete the message.

**See Also:** *Oracle Collaboration Suite Setting Oracle Webmail Preferences* for instructions on how to set your deleted message preferences

To empty the Trash folder, click **Empty Trash**. All messages contained in the Trash folder are permanently expunged from your account.

## 4.1.4 Moving Messages

To move messages to specific folders:

1. In the message list view, select the box next to the message you want to move. More than one message can be selected at one time. To select all messages, click **Select All**.

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**Note:** Clicking **Select All** selects all of the messages on the page, as opposed to all of the messages in the folder.

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2. From the list next to the **Move** button, select the folder to which you want to move the message.
3. Click **Move**.

## 4.2 Searching Folders for Messages

Oracle Webmail has a search feature you can use to search your folders for particular messages. You can use either a simple search or an advanced search.

To search your folders using the simple search feature:

1. Select **Folders** from the **Search** list beneath the subtabs bar in the message list view of any folder.
2. Enter a search string in the **containing** field.
3. Click **Go**.

To search your folders using the advanced search feature:

1. Click **Advanced Search**. The Advanced Search page appears.
2. Specify the criteria you want to use to search the folders.
3. Fill in the **Text** field with the information you want the search to use.
4. Click **Go**.
  - The first list contains the choice **All Folders**. If you choose **All Folders**, all folders will be searched. You can also select a folder from this list to narrow the search parameters.

Select **including subfolders** to search any subfolders.

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**Note:** You can use the asterisk (\*) as a wild card character in your searches.

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- The second list contains the following search criteria:

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**Note:** Depending upon which criterion you choose, the adjacent list has different choices, noted for each criterion in bold type.

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- **Sender:** Searches for whether the Sender line of a message **contains** or **does not contain** a particular search string
- **To:** Searches for whether the To line of a message **contains** or **does not contain** a particular search string
- **Cc:** Searches for whether the Cc line of a message **contains** or **does not contain** a particular search string
- **Subject:** Searches for whether the Subject line of a message **contains** or **does not contain** a particular search string
- **Sent Date:** Searches for whether a particular date **is before, is on, or is after** the date that a message was sent

- **Received Date:** Searches for whether a particular date **is before, is on, or is after** the date that a message was received

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**Note:** Dates must be specified in the DD-MMM-YYYY format, as in 01-jul-2002.

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- **Type:** Searches for a particular message type: **is email, is voice mail, or is fax**
- **State:** Searches for whether a message **is read or is not read**
- **Size:** Searches for whether a message **is greater than or equal to or is less than or equal to** a particular size (in KB)

These options allow you to search your folders using exact or partial information, depending upon how much you know about your search subject.

## 5 Composing E-mail Messages

Oracle Webmail provides you with all the tools you need to generate e-mail messages. You can compose and send e-mail messages, set message priority, save composed messages as a draft or a template, and add or remove attachments.

This section describes the following tasks:

- [Composing and Sending E-mail Messages](#)
- [Checking the Spelling of a Message](#)
- [Saving an E-mail Message as a Draft](#)
- [Saving an E-mail Message as a Template](#)
- [Adding File Attachments to E-mail Messages](#)

### 5.1 Composing and Sending E-mail Messages

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**Note:** If you are using Internet Explorer, you can compose messages in HTML format. If you are using Netscape Navigator, you can compose messages in text format only.

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To compose an e-mail message:

1. Click **New Message** on the All Messages page.
2. Fill in the header information.
  - **To:** Enter the e-mail address of any recipient (this is a required field)
  - **Cc:** Enter the e-mail address of any recipient you want to receive a copy of your message
  - **Bcc:** Enter the e-mail address of any recipient you want to receive a copy of your message but who will not be listed as a recipient of the message
  - **Subject:** Enter a short description of the e-mail message

3. Select a priority for the outgoing message, High, Normal, or Low, from the **Priority** list. The default setting is Normal.

A high-priority message appears in the recipient's INBOX with a red arrow pointing up. A low-priority message is indicated with a blue arrow pointing down.

4. Type the message in the **Content** field.

**See Also:** ["Adding File Attachments to E-mail Messages"](#) on page 9 for information about attaching files

5. To send the message, click **Send**. To cancel the message, click **Cancel**.

You can also save a message as a draft to send later, or save it as a template.

**See Also:** ["Saving an E-mail Message as a Draft"](#) on page 9 and ["Saving an E-mail Message as a Template"](#) on page 9

### 5.1.1 Composing Messages to Contacts

You can send a message to a contact in your address book by clicking the **Directory** tab, selecting the box next to the desired contact, and clicking **Send Mail**. Alternatively, you can click the user's e-mail address.

**See Also:** ["Managing Directory Address Books"](#) on page 23 for more information about address books

## 5.2 Checking the Spelling of a Message

Spell check checks the spelling of the **Content** field. You can specify, from a list of supported languages, the language to use in the spell check. Spell Check does not check the spelling of the header information (**To**, **From**, **Cc**, **Bcc**, and **Subject**).

To check the spelling of a message:

1. From the list next to the **Spell Check** button, select the language to use to spell check your message, then click **Spell Check**.

On the Spell Check page, you see the following:

- **Content:** Sentence or phrase where the word appears. The misspelled word appears in red bold text.
- **Problem:** Explanation of why Spell Check has flagged this word.
- **Replace with:** Suggested alternative words.

2. Select a word from the list of suggestions or type the correct spelling of the word in the **Replace with** field and click **Change**.

You can change all occurrences of the misspelled word by clicking **Change All**.

If the word is correctly spelled, you can bypass any correction by clicking **Ignore**. If there are multiple occurrences of the word, click **Ignore All**.

Finally, you can delete the word from your message by clicking **Delete**.



### 5.3 Saving an E-mail Message as a Draft

You can save a message as a draft, return to finish the message, and send it at a later time. Use this feature for messages that require revisions before sending or for messages that you want to send later.

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**Note:** To use this feature, you must first set your Draft folder in Preferences.

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To save an e-mail message as a draft:

1. Compose a message in the New Message page.
2. Click **Save Draft**.

The message is saved to the Drafts folder you specified and can be retrieved from there.

**See Also:** *Oracle Collaboration Suite Setting Oracle Webmail Preferences* for more information about setting a Drafts folder

### 5.4 Saving an E-mail Message as a Template

You can save a message as a template to avoid having to compose the same message many times. For example, if you are on a distribution list that requires you to keep the list subscribers up-to-date on a certain project, you can save your initial message as a template, changing only the content, as necessary.

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**Note:** To use this feature, you must first set your Template folder in Preferences.

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To save an e-mail message as a template:

1. Compose a message in the New Message page.
2. Click **Save as Template**.

The message is saved to the Template folder you specified and can be retrieved from there.

**See Also:** *Oracle Collaboration Suite Setting Oracle Webmail Preferences* for more information about setting a Templates folder

### 5.5 Adding File Attachments to E-mail Messages

You can attach various types of files, such as text files, graphics, and audio files, to your e-mail messages.

To attach a file to a message:

1. Compose a message in the New Message page.

**See Also:** ["Composing and Sending E-mail Messages"](#) on page 7

2. Next to **Attachments**, click **Add**. The Attach File page appears.
3. Enter the location of the file or click **Browse** to locate the file.
4. Click **Attach** to attach the file to the message.
5. Click **OK** to close the Attach File page.

Attached files are listed in the **Attachments** field below the **Content** field.

6. Click **Send**.

To remove an attachment from your message, click **Remove**.

## 6 Managing Folders

Oracle Webmail organizes all messages in folders. By default, all incoming messages are saved in the folder called INBOX. You can create and name new folders and subfolders to manage your messages according to project, client, or subject criteria. You can also use filters to place incoming messages into folders other than the INBOX.

The server only creates the INBOX folder. If you decide to have a copy of sent messages stored, or to have deleted items moved instead of deleted, you must create these folders prior to setting the preferences.

### See Also:

- ["Creating Folders and Subfolders"](#) on page 11 for information about creating folders
- *Oracle Collaboration Suite Setting Oracle Webmail Preferences* for information about setting Sent and other folders, and about saving messages to particular folders

Additional folders that have specific purposes include Trash, Drafts, and Templates folders.

This section describes the following tasks:

- [Viewing Folders](#)
- [Creating Folders and Subfolders](#)
- [Deleting Folders and Subfolders](#)
- [Renaming Folders](#)
- [Expunging Folders](#)
- [Sharing Folders](#)

### 6.1 Viewing Folders

To view your folders, click the **All Folders** subtab under the **Mail** tab. Folders are listed in descending alphabetical order after INBOX and the following folders, if set: Sent, Drafts, Templates, and Trash.

Each folder is organized so that you can quickly see:

- The name of each folder and any subfolders contained within the folder

- The number of messages in each folder
- The number of unread messages in each folder
- The size of each folder, expressed as the amount of data, in kilobytes (KB)
- Whether a folder is a shared folder

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**Notes:**

- If an icon appears in the **Shared** column of the folder list view on the All Folders page, it denotes that a folder is owned by you and shared with other users. Click the icon to view a list of users with whom you share the folder and to edit the list.
  - To view folders that are owned by other users and shared with you, select **Shared**.
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## 6.2 Creating Folders and Subfolders

To create a folder or subfolder:

1. Click the **All Folders** subtab.
2. Type a name for the folder in the **Folder Name** field.
3. If the folder you are creating is a subfolder, select a folder from the **Select a parent folder** list.
4. Click **Create**.

Your new folder appears in the list. Subfolders are displayed in an indented list beneath the parent folder.

## 6.3 Deleting Folders and Subfolders

To delete a folder or subfolder:

1. Click the **All Folders** subtab.
2. Click the icon in the **Delete** column of the folder you want to delete.

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**Note:** Deleting a folder deletes the folder and any messages it contains.

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## 6.4 Renaming Folders

To rename your folders and subfolders:

1. Click the **All Folders** subtab.
2. Click the icon in the **Edit** column of the folder or subfolder you want to rename. The Edit Folder page appears.
3. Type the new folder name in the **Folder Name** field.
4. Click **Apply**.

## 6.5 Expunging Folders

Expunging folders completely removes any messages marked as deleted from the server.

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**Caution:** You cannot undo this action. Oracle Webmail does not ask you to confirm this action.

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To expunge folders:

1. Click the **All Folders** subtab.
2. Click the icon in the **Expunge** column of the folder you want to expunge.

## 6.6 Sharing Folders

You can share any of the folders that you own with other Oracle Collaboration Suite users, and other users can share their folders with you.

To share your folders:

1. Click the **All Folders** subtab.
2. Click the icon in the **Edit** column of the folder or subfolder you want to share. The Edit Folder page appears.
3. Enter the user ID of the person or name of the distribution list with whom you want to share the folder in the **Grantee** field.
4. Select either **Read Privilege** or **Write Privilege**, or both, depending upon what privileges you want to grant.
5. Click **Apply**.

Shared folders are displayed on the All Folders page with an editing icon in the **Shared** column of the folders list. Click this icon to display the Edit Folder page and edit the name of the folder, add or delete users from the **Grantee** list, or change the privileges of individual users.

## 7 Managing Public Distribution Lists

Public distribution lists are similar to the distribution lists you can create in your address book.

**See Also:** ["Managing Directory Address Books"](#) on page 23 for information about creating distribution lists

Public distribution lists differ from other distribution lists because they are:

- Created by a system or domain administrator
- Visible to all Oracle Collaboration Suite users
- Subscribed to by all Oracle Collaboration Suite users
- Unrestricted, restricted, or closed
  - Unrestricted lists are open to all users
  - Restricted lists require that new users be approved by the owner

- Closed lists require that a user be invited to join the list
- Moderated or edited
  - Messages sent to a moderated list are screened. The moderator of the list can be the list owner or someone whom the owner chooses as moderator.
  - An edited list allows the list owner to select a group of list editors. Only these editors can post mail to the list. Mail from anyone else is rejected.
- Created for specific topics or specific groups of people, such as programmers or sales people

The list topic appears in the **List Topic** column of both the master list of all public distribution lists, and the list of public distribution lists to which you subscribe, own, or both.

Any Oracle Collaboration Suite user can own a public list. Public distribution lists can be managed using either Oracle Webmail or the e-mail command client interface.

This section describes the following tasks:

- [Using the E-mail Command Client Interface to Manage Public Distribution Lists](#)
- [Subscribing to Public Distribution Lists](#)
- [Unsubscribing from Public Distribution Lists](#)
- [Scheduling E-mail Delivery Through Lists](#)
- [Obtaining Information about Specific Public Distribution Lists](#)
- [Suspending Communication from a Public Distribution List](#)
- [Resuming Mail Delivery from a Public Distribution List](#)
- [Viewing All Public Distribution Lists](#)
- [Sending Out Subscription Invitations](#)
- [Approving Moderated List Postings](#)
- [Owning a Public Distribution List](#)
- [Posting a Message to a Public Distribution List](#)

## 7.1 Using the E-mail Command Client Interface to Manage Public Distribution Lists

The e-mail command client interface is simply using an e-mail message to send one or more of a set of commands to a list ID to perform certain actions. The commands are **subscribe**, **unsubscribe**, **scheduling**, **help**, **suspend**, **resume**, **list**, **invite**, and **approve**, and are described in the sections that follow.

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**Note:** The e-mail command client interface is accessed by sending an e-mail message in a particular format and content to *list\_ID-admin@domain*.

For example, if you want to subscribe to the *help\_java@acme.com* list, send an e-mail message to *help\_java-admin@acme.com* and type *subscribe* in the message body.

There is no need to enter anything on the **Subject** line of the message as the list server does not recognize this line.

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Commands are sent in the message body of an e-mail message.

The following is a list of characteristics of the e-mail interface commands:

- Commands are not case-sensitive
- Multiple commands can be sent in the same e-mail delimited with a semicolon (;)
- If a command fails, an error e-mail message is returned. Possible errors for each of the commands are described in the following sections.
- Some commands require a reconfirmation. Reconfirmations are explained in the following sections.
- Variable values are optional unless specifically stated otherwise. Any name-value pair can be omitted, and the default value for that name used.

The list administrator executes the commands and replies with a success or failure message.

## 7.2 Subscribing to Public Distribution Lists

Any Oracle Collaboration Suite user can subscribe to a public distribution list. If you subscribe to a restricted list, an e-mail message is sent to you confirming or denying your subscription.

To subscribe to a list using Oracle Webmail:

1. Select the **Mailing Lists** subtab under the **Mail** tab to display the lists to which you subscribe.
2. Select **View All Lists** to see a list of all the public distribution lists.
3. Select the **Select** box for the distribution list ID to which you want to subscribe.
4. Click **Subscribe**.

When you subscribe to a public distribution list, you are sent an e-mail message containing a help menu for the list and *orclmailmergetags* to use with certain e-mail command client functions.

**See Also:** "[Scheduling E-mail Delivery Through Lists](#)" on page 16 for more information about *orclmailmergetags*

To subscribe to a list using the e-mail command client interface, send the command `subscribe` in the message body of an e-mail to `list_ID-admin@domain`.

To subscribe a specific mail ID to a list using the e-mail command client interface, send the following command in the message body of an e-mail to `list_ID-admin@domain`:

```
subscribe mailid=mailid
```

In the preceding command:

- `mailid` is the mail ID that is to be subscribed to the list. The default is the sender's ID.

The list server responds to the user's request with a message instructing the user to send the following confirmation command in the body of an e-mail message back to the `list_ID-admin@domain`:

```
subscribe reconfirm=unique_identifier@domain
```

In the preceding command:

- `unique_identifier` is a unique string generated by the list server and sent in the reconfirmation message to the user (the user can cut and paste this line from the reconfirmation message into the response).

The `reconfirm` parameter is used with the `mailid` parameter when a user subscribes to a restricted list. The subscription request is sent to the owner of the list who must respond with a message in the form:

```
subscribe mailid=userid reconfirm=mailid
```

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**Notes:**

- If the `mailid` parameter has a value other than the sender, a reconfirmation mail is sent to the mail ID to reconfirm the subscription.
  - Subscription of lists to another list is an administration task managed by the system or domain administrator.
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Possible errors are as follows:

- **Incorrect command syntax:** Occurs if an incorrect command is issued. Possibilities include spelling errors or incorrect variable values.
- **Already subscribed:** Occurs if subscription is requested for a mail ID that is already subscribed to the list

### 7.3 Unsubscribing from Public Distribution Lists

To unsubscribe from a list using Oracle Webmail:

1. Select the **Mailing Lists** subtab under the **Mail** tab to display the lists to which you subscribe.
2. Select the **Select** box for the distribution list ID from which you want to unsubscribe.
3. Click **Unsubscribe**.

To unsubscribe from a list using the e-mail command client interface, send the command `unsubscribe` in the message body of an e-mail to `list_ID-admin@domain`.

To unsubscribe a specific mail ID from a list using the e-mail command client interface, send the following command in the message body of an e-mail to `list_ID-admin@domain`:

```
unsubscribe mailid=mailid
```

In the preceding command:

- `mailid` is the mail ID to unsubscribe from the list. The default is the sender's mail ID.

The list server responds to the user's request with a message instructing the user to send the following confirmation command in the body of an e-mail message back to the `list_ID-admin@domain`:

```
unsubscribe reconfirm=unique_identifier@domain
```

In the preceding command:

- `unique_identifier` is a unique string generated by the list server and sent in the reconfirmation message to the user (the user can cut and paste this line from the reconfirmation message into the response).

The `reconfirm` parameter is used with the `mailid` parameter when a user unsubscribes from a restricted list. The unsubscription request is sent to the owner of the list who must respond with a message in the form:

```
unsubscribe mailid=userid reconfirm=mailid
```

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**Notes:**

- If the `mailid` parameter has a value other than the sender, a reconfirmation mail is sent to the mail ID to reconfirm the unsubscription.
  - If the unsubscribe request is sent by the list owner, there is no reconfirmation.
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Possible errors are as follows:

- `Incorrect command syntax`: Occurs if an incorrect command is issued. Possibilities include spelling errors or incorrect variable values.
- `Unknown subscriber`: Occurs if the unsubscribe command is sent for a mail ID that is not subscribed to the list.

**See Also:** ["Using the E-mail Command Client Interface to Manage Public Distribution Lists"](#) on page 13 for more information about command syntax

## 7.4 Scheduling E-mail Delivery Through Lists

To schedule delivery of an e-mail message to members of a public distribution list, send the following command in the message body of an e-mail message to the list ID, followed by the message text:



```
<orclmailmergetags> send_schedule=DD-MMM-YYYY [hh24:mi] [+/-TZH:TZM]
</orclmailmergetags>
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**Notes:** All of this information must be contained on one line in the message in plain text. No line breaks or HTML tags are allowed inside the <orclmailmergetags> tag.

---

---

In the preceding command:

- orclmailmergetags are notices sent to a user when they subscribe to a public distribution list.
- DD-MMM-YYYY is required to schedule when the email is to be sent. The format is a two-digit date, three-character month, and four-digit year.
- hh24:mi is the time to which the sending server is set based on a 24-hour clock (optional).
- +/-TZH is the hour of the location to which you want to send the message relative to either Greenwich Mean Time (GMT) or the local time, depending upon how the server sending the message is set (optional).
- TZM: The minutes associated with the previously explained hour (optional).

For example, to schedule a message sent from the payroll department of an enterprise to all employees at midnight on May 31, 2004, send the following message to payroll@acme.com:

```
<payrollmergetag>send_schedule=31-MAY-2004 00:00 -07:00 </payrollmergetag>
Your salary for the month of May has been credited to your bank account.
```

---

---

**Note:** Some parts of the world observe daylight savings time.

---

---

If an e-mail is scheduled for delivery in the future, then it is delivered on that date. If an e-mail is scheduled for delivery on a past date or no time value is entered, it is sent at the current date and time.

If no value for time zone is entered, the information from the RFC 822 date header of the message is used.

## 7.5 Obtaining Information about Specific Public Distribution Lists

To obtain information about a public distribution list, send an e-mail message to the list ID and type help in the message body.

---

---

**Notes:**

- The help information contains information about a list, such as who can subscribe, what information goes on the list, who can post to the list, and commands that can be sent to the list.
  - Help commands for specific lists are sent when the user successfully subscribes to the list.
  - The help information for the owner of a list is different from the help information for subscribers to the list.
- 
- 

Possible error is as follows:

- The `Incorrect command syntax` error occurs if an incorrect command is issued. Possibilities include spelling errors or incorrect variable values.

**See Also:** ["Using the E-mail Command Client Interface to Manage Public Distribution Lists"](#) on page 13 for more information about command syntax

## 7.6 Suspending Communication from a Public Distribution List

Public distribution lists can be very large and can have many subscribers. You will receive messages from the list every time a subscriber posts a message. You can suspend communication from your lists to minimize the amount of mail you receive during an absence.

To temporarily suspend delivery of e-mail from a public distribution list:

1. Select the **Mailing Lists** subtab under the **Mail** tab to display the lists to which you subscribe.
2. Select the **Select** box for the distribution list ID from which you want to suspend communication.
3. Click **Suspend**.

To temporarily suspend delivery of mail from a list using the e-mail command client interface, send the command `suspend` in the message body of an e-mail to `list_ID-admin@domain`.

To temporarily suspend delivery of mail to a specific mail ID from a list using the e-mail command client interface, send the following command in the message body of an e-mail to `list_ID-admin@domain`:

```
suspend mailid=mailid
```

In the preceding command:

- `mailid` is the mail ID to suspend delivery of mail from the list. The default is the sender's mail ID.

The list server responds to the user's request with a message instructing the user to send the following confirmation command in the body of an e-mail message back to `list_ID-admin@domain`:

```
suspend reconfirm=unique_identifier@domain
```

In the preceding command:

- `unique_identifier` is a unique string generated by the list server and sent in the reconfirmation message to the user (the user can cut and paste this line from the reconfirmation message into the response).

The `reconfirm` parameter is used with the `mailid` parameter when a user has mail delivery suspended from a restricted list. The suspend request is sent to the owner of the list who must respond with a message in the form:

```
suspend mailid=userid reconfirm=mailid
```

---

---

**Notes:**

- If the `mailid` parameter has a value other than the sender, a reconfirmation mail is sent to the mail ID to suspend delivery.
  - If the suspend request is sent by the list owner, there is no reconfirmation.
  - If the mailing list is set to Archive Only or if the subscriber has chosen not to receive e-mail during subscription, this command does nothing and returns Success.
- 
- 

Possible errors are as follows:

- `Incorrect command syntax`: Occurs if an incorrect command is issued. Possibilities include spelling errors or incorrect variable values.
- `Unknown subscriber`: Occurs if the suspend command is sent for a mail ID that is not subscribed to the list.
- `Incorrect usage`: Occurs if the suspend command is sent for a mail ID that is already suspended.

**See Also:** ["Using the E-mail Command Client Interface to Manage Public Distribution Lists"](#) on page 13 for more information about command syntax

## 7.7 Resuming Mail Delivery from a Public Distribution List

A subscriber can resume the delivery of mail from a public distribution list following a suspension of mail delivery.

To resume delivery of mail from a public distribution list using Oracle Webmail, do the following:

1. Select the **Mailing Lists** subtab under the **Mail** tab to display the lists to which you subscribe.
2. Select the **Select** box for the distribution list ID to which you want to resume communication.
3. Click **Resume**.

To resume delivery of mail from a list using the e-mail command client interface, send the command `resume` in the message body of an e-mail to `list_ID-admin@domain`.

To resume delivery of mail to a specific mail ID from a list using the e-mail command client interface, send the following command in the message body of an e-mail to *list\_ID-admin@domain*:

```
resume mailid=mailid
```

In the preceding command:

- *mailid* is the mail ID to resume delivery of mail from the list. The default is the sender's mail ID.

The list server responds to the user's request with a message instructing the user to send the following confirmation command in the body of an e-mail message back to *list\_ID-admin@domain*:

```
resume reconfirm=unique_identifier@domain
```

In the preceding command:

- *unique\_identifier* is a unique string generated by the list server and sent in the reconfirmation message to the user (the user can cut and paste this line from the reconfirmation message into the response).

The *reconfirm* parameter is used with the *mailid* parameter when a user has mail delivery resumed from a restricted list. The resume request is sent to the owner of the list who must respond with a message in the form:

```
suspend mailid=userid reconfirm=mailid
```

---

---

**Notes:**

- Only use the *resume* command after a *suspend* command.
  - If the *mailid* parameter has a value other than the sender, a reconfirmation mail is sent to the mail ID to resume delivery.
  - If the resume request is sent by the list owner, there is no reconfirmation.
- 
- 

Possible errors are as follows:

- *Incorrect command syntax*: Occurs if an incorrect command is issued. Possibilities include spelling errors or incorrect variable values.
- *Unknown subscriber*: Occurs if the *resume* command is sent for a mail ID that is not subscribed to the list
- *Incorrect usage*: Occurs if the *resume* command is sent for a mail ID that is not suspended

**See Also:** ["Using the E-mail Command Client Interface to Manage Public Distribution Lists"](#) on page 13 for more information about command syntax

## 7.8 Viewing All Public Distribution Lists

To view all public distribution lists:

1. Select the **Mailing Lists** subtab under the **Mail** tab to display the lists to which you subscribe.
2. Click **View All Lists**.

To view all public distribution lists, send an e-mail message to the list ID and type `list` in the message body.

Possible error is as follows:

- The `Incorrect command syntax` error occurs if an incorrect command is issued. Possibilities include spelling errors or incorrect variable values.

**See Also:** ["Using the E-mail Command Client Interface to Manage Public Distribution Lists"](#) on page 13 for more information about command syntax

## 7.9 Sending Out Subscription Invitations

To send out subscription invitations to public distribution lists you own:

1. Select the **Mailing Lists** subtab under the **Mail** tab to display the lists to which you subscribe.
2. Click **View Owned Lists** to display lists you own.
3. Click **Invite** associated with the public distribution list to which you want to invite subscribers.
4. Enter a comma delimited list of user IDs of the users to whom you want to extend invitations.
5. Click **Invite**.

To send out subscription invitations to public distribution lists you own using the e-mail command client interface, send the following command in the message body of an e-mail to `list_ID-admin@domain`:

```
Invite mailid=mailid mailid=mailid mailid=mailid..
```

In the preceding command, `mailid` is a list of mail IDs to which the invitations are sent. At least one ID is required, and there is no default value.

---

---

### Notes:

- The `invite` command can be sent only by a list owner. The command sends an e-mail message inviting mail IDs to join the list. List owners can add their own text to the invitation e-mail message.
  - Upon receipt of an invitation, the recipient must follow the instructions in the e-mail and send an e-mail with a specific syntax to the list server to subscribe.
  - Invitations are the only method for users to join closed lists.
- 
- 

Possible errors are as follows:

- `Incorrect command syntax`: Occurs if an incorrect command is issued. Possibilities include spelling errors or incorrect variable values.

- Users are notified of the invitation by e-mail. When they accept the invitation, they are automatically added to the list.

**See Also:** ["Using the E-mail Command Client Interface to Manage Public Distribution Lists"](#) on page 13 for more information about command syntax

## 7.10 Approving Moderated List Postings

If you choose to make your list a moderated list, all posted messages are delivered to the moderator for approval. A moderator approves a message by sending an approve command to the list ID. The list administrator then delivers the mail to the subscribers of the list.

To send an approve command using the e-mail command client interface, send the following command in the message body of an e-mail message to the list ID:

```
Approve message=message_id
```

In the preceding command, the `message_id` variable is required, and is the unique ID of the message that moderators want to approve.

Possible errors are as follows:

- `Incorrect command syntax`: Occurs if an incorrect command is issued. Possibilities include spelling errors or incorrect variable values.
- `Incorrect message id`: Occurs if the message ID specified in the mail does not match that of any mail awaiting approval

**See Also:** ["Using the E-mail Command Client Interface to Manage Public Distribution Lists"](#) on page 13 for more information about command syntax

## 7.11 Owning a Public Distribution List

Any Oracle Collaboration Suite user can own a public distribution list. When you own a list, you are the administrator of that list. You can choose to restrict the list or have it moderated.

Lists you own are listed on the Lists you own page.

To initiate a list:

1. Send a message to the system or domain administrator requesting the creation of a public list.
2. State whether you want the new list to be unrestricted, restricted, or closed.
3. State whether you want the new list to be a discussion, moderated, or edited list.

If you decide to make the list moderated or edited, provide the name of the moderator or editor to the administrator, whether it is you or some other user.

## 7.12 Posting a Message to a Public Distribution List

To post a message to a public distribution list to which you are subscribed:

1. Select the **Mailing Lists** subtab under the **Mail** tab to display the lists to which you subscribe.  
You can also post messages to public distribution lists you own by clicking **View Owned Lists**.
2. Select the **Select** box for the distribution list ID to which you want to post a message.
3. Click **Compose**. The New Message page appears, with the mail ID for the public distribution list in the **To** field.

**See Also:** "[Composing and Sending E-mail Messages](#)" on page 7 for more information about composing messages

## 8 Managing Directory Address Books

You can create and store contact information for anyone with whom you communicate using the address book feature.

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**Note:** Contact information is stored in Oracle Internet Directory.

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This section explains how to use your directory address book and contains the following topics:

- [Creating a Directory Address Book Entry](#)
- [Editing a Directory Address Book Entry](#)
- [Deleting a Directory Address Book Entry](#)

### 8.1 Creating a Directory Address Book Entry

To create a directory address book entry:

1. Select the **Directory** tab. The Address Book page appears.
2. Click **New Contact**.
3. Enter the contact information. The **Contact Name** field is mandatory, all other fields are optional.

---

---

**Note:** Typing the contact name in the **To** field of a message automatically addresses the message to the e-mail address assigned to the contact name.

---

---

4. Click **Save**.

**See Also:** "[Composing and Sending E-mail Messages](#)" on page 7 for information about composing e-mail messages

### 8.2 Editing a Directory Address Book Entry

To modify a directory address book entry:

1. Select the **Directory** tab. The Address Book page appears.
2. Click the **Name** in the entry you want to edit.
3. Make any necessary corrections or additions.
4. Click **Save**.

### 8.3 Deleting a Directory Address Book Entry

To delete a directory address book entry:

1. Select the **Directory** tab. The Address Book page is displayed.
2. Select the **Select** box for the name you want to delete.
3. Click **Delete**.

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---

**Note:** When you click **Delete**, the application does not ask you to confirm the deletion.

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