

PS Autoresponder 1.3026 Help

About this help file

This is the latest available help file for PS Autoresponder. If you are not using the product already you can browse this help file to explore the features of PS Autoresponder. Some parts relate to beta versions (indicated).

NOTE: The helpfiles are being reviewed and put online as they are ready. Updated help sections are marked with **r**

NOTE: A printable version (PDF) will be available soon

QUICK START (START HERE!!!)

We recommend reading the [How does PS Autoresponder work](#) and [Initial Configuration](#) **r** chapters. Please navigate to the [scenario's](#) page which contains a quick start guide to start using PSAR if you don't want to go through this help file.

PSAR DISCUSSION BOARD

Questions you might have could already be answered on the [PSAR Discussion Board](#). If you can't find an answer there feel free to post your question. The board is constantly monitored for new postings.

ERRORS

When you encounter errors during your initial use of PromaSoft AutoResponder you can look up the meaning of these codes [here](#). The most common internet conditions are covered but some might need more explanation. PSAR Also has an extensive debugging option which logs all messages to a log file.

ISSUES AND FIXES

If you run in to program errors make sure to check the [known issues and fixes](#) on the download page.

FREQUENTLY ASKED QUESTIONS

On popular demand there is a PS Autoresponder [FAQ](#) available on the PSAR discussion board. If you feel that a question is missing feel free to post it

GIVING PSAR A HOME OF ITS OWN

The object of this article is to connect two computers so that PSAR can run independently in the corner of the office while still sharing the ISP connection with your normal work computer. Click [here](#) to view the document.

Courtesy of [Terry Coleman](#)

Important Notices

- **A*L Provider problem:** A*L Users might have problems to use PS Autoresponder. A*L does not allow it's users to use third party email programs. Please check with your ISP.

Contents

The contents is organized following the major functions of PS Autoresponder

General

- [Getting Support](#)
- [Help, I'm not able to connect](#)
- [ERROR Codes](#)
- [Choose between Shareware and Registering](#)
- [How does PS Autoresponder work?](#)
- [I think my database is corrupt?](#)
- [People accused me of spamming? What to do?](#)

Installation

- [Downloading and installing](#)
- [Initial Configuration r](#)
- [Dial-up support r](#)
- [Scenarios](#)
- [PSAR - A home of its own](#)
- [Getting your email settings out of outlook express r](#)

Autoresponder

- [How do I create a filter?](#)
- [How do I use HTML messages](#)
- [How do I send attachments with my replies?](#)
- [Offline or Online?](#)
- [Advanced filter criteria](#)
- [Which keywords can I use in the filters?](#)
- [How to activate the responder?](#)

- [Can I see which messages have been received and replied to?](#)
- [Can I see who has sent mail to me?](#)
- [Forwarding mail](#)

Group mailings and mailing lists

- [How do I setup a mailing list?](#)
- [How do I send bulk mail?](#)
- [How do I setup follow up messages?](#)
- [Mail merging](#)

Newsletters

- [Creating Newsletters](#)
- [Newsletter Threads](#)

Form handlers

- [Form Handlers](#)
- [Quick reference on merging fields](#)

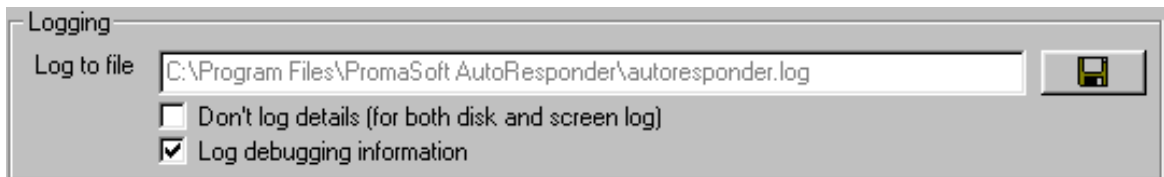
Other functions

- [User Defined Keywords](#)
- [Blocking replies and/or bulk mail](#)
- [Quick Reply](#)
- [Viewing statistics](#)

Getting support [\[top\]](#)

PS Autoresponder support can be reached [here](#) . Use subject line 'Autoresponder Support'. As for any other program with this much functionality it might be hard to get going at first. Please feel free to contact Promasoft support with any question you might have.

When you are faced with a problem we ask that you attach the last few hundred lines of the log file so we can make a better diagnose. Click [here](#) to see how to setup a log file. The log file section has to look something like below screen shot.



Once you've done that try to recreate the problem and then send the newly created logfile to support.

Registering PromaSoft AutoResponder [\[top\]](#)

For an overview of all available flavors click [here](#)

How do I enter my registration code?

Step 1 - Select 'Help/Register' from the main menu (make sure you are connected to the internet) and click on the 'Purchase Online' button.

Step 2 - Your default browser will open and show the online registration page at Kagi.

Step 3 - Fill out your details and submit them.

Step 4 - As soon as your payment is done you will receive your registration code. This can take up to one day to be processed.

Step 5 - On the same panel enter your name, Company, Vendor and registration code and click the activate code button (once you have received the code through email)

Step 6 - Now stop and start PS Autoresponder to start in registered mode.

Your registration code will stay valid for all minor releases. Example: if you register for version 1.05 you will be able to use your registration code until version 1.99.

Help!!! I'm not able to connect [\[top\]](#)

This is the most frequently asked question that's why we've put it here and not in the FAQ section.

When people start using PS Autoresponder for the first time they often get a message on the log screen telling them that PS Autoresponder was not able to connect to the internet. This can have several reasons

- (1) You are not connected to the internet. It's obvious that you need to connect to the internet first before PS Autoresponder can make a connection.
- (2) You are located behind a firewall (proxy) and you did not specify the proxy hostname on the server settings panel. Make sure that you have all proxy data filled out correctly.
- (3) You are running 1.0710. This version has the habit to freeze or time out when connecting to some POP servers. To get rid of this issue upgrade to the latest version available.

Offline Or Online? [\[top\]](#)

Promasoft Autoresponder is an internet tool. This means that it needs a working connection to the internet. But since you could do some work offline like defining your filters, mailings and such PromaSoft auto responder offers the possibility to work in offline mode. So what's happening in offline or online mode?

Online

This is the default. PS Autoresponder will, at regular intervals, try to verify your internet connection (in fact each time a cycle starts). This is useful if you leave PS Autoresponder running in the background while you are connecting and disconnecting from the internet. At the time you connect to the internet, with PSAR running in the background, PSAR will find your connection and start working.

Offline

PS Autoresponder will only check you internet connection once at startup. For the rest of the time PSAR won't go of to the internet anymore to check the connection. At the time you are ready to receive and send mail a connection will be made. This is useful to define your filters, mailings and such while not connected to the internet.

Activating Online or Offline mode

PS Autoresponder will manage this for itself. As soon as an internet connection is available PS Autoresponder will see that and start functioning. The application checks once for a live internet connection at the start of each cycle.

How does PS Autoresponder work? [\[top\]](#)

To be able to understand everything which is in this help file it helps if you know how PS Autoresponder works. Basically PSAR does not run real time meaning that it will not see a mail as it comes into your mailbox. However PSAR runs in cycles. You can instruct PSAR to run a cycle every minute or e.g. every hours or so. Setting the cycle time to 0 will make PSAR run constantly. This makes is more or less real time, meaning that it will respond to incoming mail within 30 seconds or so.

What happens during a cycle?

A cycle consists of 4 things PSAR will do:

1 - Retrieve email from the POP Server

In this part PSAR will connect to your email server and retrieve any new messages on that server. It will not delete any of them as yet. All messages are saved in the so called 'Message Queue'

2 - Run the filters

In this part PSAR will go over all filters you have defined looking for matching messages which have been retrieved in the first cycle. If a message is matched by a filter it will be marked as ready to send. In other words it won't be transmitted as yet but it will be flagged. Next to all of this PSAR will also perform any form handling which you might have defined and store the data from the forms into your form database.

3 - Do mailings, newsletters and form handling

In this part PSAR will see if it has to do mailings or send newsletters. If it finds mailings/newsletters that are due to be submitted it will pump all necessary messages into the so called 'Message Queue'. Again no messages are being transmitted as yet.

4 - Send out mail

In this part PSAR will simply send out replies to all the mails that have been marked as ready to send and also send out mails part of mailings and newsletters.

Notes:

In automatic mode PSAR will perform a cycle every x minutes, where x can be defined in the setup.

In manual mode you have to click the cycle button to start a cycle.

Downloading and installing [\[top\]](#)

Open the downloaded package with WinZip or just decompress the ZIP file to a directory of your choice. Note that the Beta version come as executables which can be run immediately. Now click setup.exe in the WinZip window or in the directory where you decompressed the ZIP file. This will install the program and put an icon in your startup/programs menu. Installing a new version of PS Autoresponder over an older version will not void your settings and filters, the database will simply be converted when you first start the new version. Even though PSAR will keep all your data intact it is safe to make a backup of the PSAR program directory before you upgrade to a new version.

How it works

When dial-up support is enabled, PSAR will do following every time a cycle is executed. As explained in this help file you can choose how frequently PSAR should run a cycle. For example if you want to have PSAR connect to the internet and process your mail once a day simply set the download frequency to 1440 minutes.

- A cycle is started
- PSAR connects using the dial-up connection you specified
- PSAR retrieves your email and executes the defined filters
- PSAR replies or/and sends out replies or/and mailings
- PSAR Disconnects from the internet

How to activate dial-up support

Select **[File][Settings]** and click on the **RAS** tab

Select **enable remote dial-up connection**

From the **select dialup connection to use** selection box choose the windows dial-up connection that you are normally using to connect to the internet.

Click **ok**

Do not disconnect when cycle finished

If you want PSAR to stay online and connected to the internet after it made a dial-up connection select **do not disconnect when cycle finished**. This is useful if you want PSAR to create a dial-up connection only when there is none available (e.g. in an internet sharing environment).

Maintaining dial-up connections

Three buttons are provided to edit, add or delete windows dial-up connections. These buttons will bring up the standards windows dial-up maintenance tools also available through your control panel.

How do I create a filter? [\[top\]](#)

Note: please make sure to check the [repetition](#) settings because depending on it's value you will get or won't get replies when testing.

Next thing to do is to define the filters. These are the filters used to define which messages will be responded to. You can define as many filters as you want for different kinds of messages.

Let's consider following example: we want to automatically respond to all messages that have following subject line 'Successful submission'. We don't care who the message is from but we don't want to respond immediately but only two hours later.

[Step 1 - getting to the filter definition panel](#)

go to **[Edit][Filters]** using the program menu or click the filter button on the button bar.

[Step 2 - starting to define a new filter](#)

First thing to do is to tell the program that we want to create a new filter. Do this by clicking on the 'New' button (top left button on the filter window)

Step 3 - naming the filter

You will be prompted to enter a title for your new filter. Just because we would be able to easily identify the use of the filter we will enter a descriptive name. Let's say we put 'This is my first filter' in there. As you can see it does not matter what you put there as long as there's no other filter with the same name.

Step 4 - entering the filter criteria

Below the name field, in the filter settings section, you will see 4 'criteria' fields. For a message to be successfully matched by the filter it needs to contain the keywords specified in these 4 fields. In our case we want the filter to be triggered if the subject line of the message contains 'Successful submission'. So we put exactly these words in the 'Subject Contains' field. If we would put other words in the other fields then these conditions also have to be met. In other words there is a logical AND relationship between the fields.

You can use wildcard characters in these fields.

Characters in pattern	Matches in string
?	Any single character.
*	Zero or more characters.
#	Any single digit (0–9).
[charlist]	Any single character in charlist.
[!charlist]	Any single character not in charlist.

If you leave all 4 fields empty PSAR will trap all mail.

Note that PSAR does not care about upper and lower case.

Also remember that PSAR will first try to match a message using the first filter in line. This is the filter listed on top of the 'List of filters' window. You can change the position of a filter using the arrow keys above the 'List of filters' window.

Note: as of version 1.2020 PSAR now also allows you to use advanced filter criteria. This allows the use of AND, OR and NOT operators and more.

Step 5 - define the behavior of the filter

The behavior of the filter is defined in the 'Additional Settings' section.

- **Del from POP if matched:** This setting is perfect to keep your POP server clean. You can also use it to remove Spam mail. If checked any mail that matches your criteria will be deleted from your POP server. Note that this will only happen in the next cycle run.
- **Del from PSAR if sent and del from POP:** if checked the message will be deleted from the Responder database after it has been replied to and if it's not any more on your POP server. This means that the message will stay in the PSAR database until you download and delete the message with your normal email application.
- **Do not reply:** if checked the message will NOT be replied to. This is useful if you receive messages that your are NOT interested in at all (e.g. messages from mailer daemons telling you that you've sent a message to a non existing email id).
- **Mark all ID's as blacklisted:** selecting this option will scan the body of the incoming mail (if matched by your criteria) and will put any email id in the body on the blacklist. Again this can be used to remove non existing ID's from you ID log.

- *Bypass repetition delay*: Selecting this will make sure that messages matched by the filter will get a reply no matter how high the global repetition delay has been set. Use this for messages that need a reply in all cases no matter how frequently they are coming into your mailbox.
- *Use Address for return-Path*: When selected PSAR will try to use the address defined in the Address field as return-path for the email sent out.
- *Delay*: Setting this value to 0 will make sure that the responder will reply to the incoming mail as soon as possible (at the next run). Setting this value to a higher value (let's say 2) will make sure that the reply will be sent at least two hours later than when the message was received.
- *Hits*: this box indicates how many times the filter has matched an incoming message. If you wish you can reset this field to 0 or to any other value. Counting will begin starting from that value.
- *Scan Body*: This option will make sure that PSAR replies to the first email address encountered in the body of the received email address. (This function has been replaced in version 1.3015)
- *'Reply To' selection*: (Available as of version 1.3015). This function allows you to define which source PSAR should use when sending the reply. Following sources can be selected:
 - **From**: PSAR replies to the email address found in the From field of the email message
 - **Body 1st**: PSAR replies to the first email id found in the body of the received email.
 - **Body 2nd**: PSAR replies to the second email id found in the body of the received email.
 - **Return-Path**: PSAR replies to the email id found in the return-path header of the received email.
 - **Reply-To**: PSAR replies to the email id found in the reply-to header of the received email

Note (1): this function replaces the scanbody function

Note (2): When no valid email id is found PSAR will always use the From header as a default. If the from header is invalid too, PSAR will use DUMMYMAIL.

Note (3): The same detected email id will also be used when doing subscription processing.

Step 6 - the reply itself

- *Name*: this field has to contain your name (or can contain). You can put whatever you like in this field. This value will appear on the from line of the email in the email reader of the person you are sending the reply to.
- *Address*: this field has to contain your email address (or can contain). This is the address that will be used when a reader hits reply in his email reader when reading your message.

Example for above two fields

Name: PromaSoft Support

Address: support@autoreplying.com

will result in following being displayed in the recipients inbox



When the recipient hits Reply his reply will be sent to support@autoreplying.com

- **Reply subject:** this obviously is the subject of your reply. You can for instance put 'Hi there how are you' but you can also put 'Re: \$subject\$'. Note that \$subject\$ is a reserved keyword and will be replaced with the original subject of the message that was received. There are more keywords you can use (see [Keywords](#))
- **Message body:** in here simply put the message body of your reply. Again you can use [keywords](#) in the body.

Step 7 - finish

Make sure the active checkmark is selected. Deselecting this will obviously disable the filter.

To end you definition session simply click the done button (5th button from the left) to save and close the window or click 'New' (1st button) to enter the next filter or click 'Delete' (2nd button) to delete the currently selected filter.

We won't go into the other sections you can find on the filter definition panel like 'newsletter settings', 'Form handler', 'Forwarding' and 'attach'. These will be discussed elsewhere.

Advanced filter criteria

This function allow to create highly complicated filter criteria. You can setup things like 'body contains test and body does not contains Spam' (this is just a plain English example)

You are not obliged to use the advanced filter criteria instead of the simple criteria using the four 'contains' fields on the filter definition panel.

If you use the advanced filter criteria in a filter the normal criteria will not be in effect and visa versa.

How to use the advanced criteria?

To use this type of matching criteria select the 'Advanced Filter' tab on the filter definition panel. You will be presented with an editing box where you can enter your formula. Enter your formula and click **test syntax** to see if the formula has a correct syntax. Click Edit to make the edit box bigger. Click Help to

Which commands can I use in the formula?

Fields	Logical	Operators
[subject]	AND	like
[body]	OR	>
[from]	NOT	<
[to]		=
[date]		<>

Wildcards

You can use both * and ? wildcards in combination with the **like** operator

VBScript support

Advanced filters allow you to use VBScript. This means that you can use VBScript functions. An example of that could for instance be

```
val(format$(now,'hh')) >= 18  
OR  
val(format$(now,'hh')) <= 9
```

This formula will instruct the filter only to match messages between 6pm and 9am.

For a full overview of all available functions refer to VBScript on the Microsoft website.

Examples

Below are some examples of advanced filter criteria. This will clearly instruct how they can be used.

```
[subject] like '*test*'
```

Will match when the subject contains the word *test*

```
[subject] like '*test*' AND [body] = ''
```

Will match when the subject contains the word *test* and when the body is empty

```
[from] like '*@autoreplying.com*' AND NOT like '*support*'
```

Will match when the the message was sent to any email address in the autoreplying domain except for the support account

```
[subject] = 'Info'
```

Will match when the subject exactly contains the word *test*. No more no less.

```
[body] like 'hi*'
```

Will match when the message body starts with the word *hi*

```
[subject] like '*AB?D*'
```

Will match any subject that contains for example ABXD, AB1D, AB9D and so on.

Further Information

- When the advanced filter field is left empty the filter will never match
- You can use different level of brackets. Example (([body] like '*a' OR [body] = 'test') AND [subject] = ''
- When the simple filter is visible the advanced filter will not be used and visa versa

How do I use HTML messages

PrimaSoft AutoResponder now has the ability to send replies, mailings and newsletters in full HTML. This means that you can send messages using full color including pictures and even forms if wanted.

Embedded images

When you embed images into your HTML replies these images have to be stored on your hard disk. At the time when the reply or mailing is sent, PSAR will load these images from your hard disk and code them into the email message. The recipients of your email will be able to read the HTML message including all images even if they are not connected to the internet.

You can embed images that are stored on the internet but then the recipient will only see them if he is reading the email message while connected to the internet.

Using keywords in HTML replies

As you can use keywords in plain text replies you can also use them in HTML replies. If you format the keyword (e.g. \$name\$) the keywords will be replaced and formatted too.

Choosing between HTML and Plain text messages

On the filter definition panel, mailing definition panel and follow definition panels you will see a checkbox called HTML. To switch from plain text to HTML and back simply select or deselect the HTML checkbox.

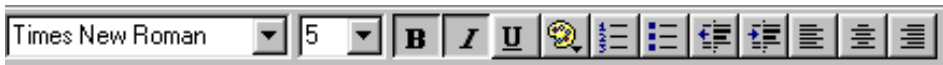
Note: switching from HTML to plain text will of course remove all formatting from the reply or newsletter you have written. During the switch over all HTML tags are removed.

Editing HTML full screen

It's always easier to edit your message in a full screen edit window instead of the small window available on the filter panel. Click the 'Edit' button to bring up a full screen wysiwyg HTML editor. Once done editing you can select either [file][Accept Changes] to store your changes or [file][Revert to original] to discard any changes you made.

Full screen editing options

Toolbar



Using the toolbar you can perform basic formatting to you text. This toolbar is also available in the editing window on the filter panel.

[File][Open]

If you have created an HTML document using another editor like frontpage you can load that document into the editor and work from there.

[File][Save]

Enables you to save your document for later use. You can for instance load the saved document into other new filters.

[View][Borders]

If you embedded tables with invisible borders use to option to view them in the edit window only.

[View][Document Details]

Will display special formatting characters like line breaks etc.

[Insert][Picture]

Used to embed a picture into your HTML reply.

[Insert][Anchor]

Used to assign a hyperlink to a piece of text or image.

[Insert][Horizontal Line]

Will insert a horizontal line into your HTML document

[Table]

This menu allows you to work with tables

[2D]

Using these options you can use absolute positioning. This means that you can position images on top of text or below text or even images on top of other images.

Keyboard Accelerators

During the editing of an HTML document following keyboard accelerators are active.

Movement

Description	Key
Move one character to the right. If an absolutely positioned element is selected, nudge the element one pixel to the right.	RIGHT ARROW
Move one character to the left. If an absolutely positioned element is selected, nudge the element one pixel to the left.	LEFT ARROW
Move down one line. If an absolutely positioned element is selected, nudge the element down one pixel.	DOWN ARROW
Move up one line. If an absolutely positioned element is selected, nudge the element up one pixel.	UP ARROW
Move right one word	CTRL+RIGHT ARROW
Move left one word	CTRL+LEFT ARROW
Move to the end of the current line	END
Move to the start of the current line	HOME
Move down one paragraph	CTRL+DOWN ARROW
Move up one paragraph	CTRL+UP ARROW
Move down one page	PAGE DOWN
Move up one page	PAGE UP
Move to the beginning of the document	CTRL+HOME
Move to the end of the document	CTRL+END
Cycle selection through block-level elements within the control	TAB
Reverse-cycle selection through block-level elements within the control	SHIFT+TAB

Selection

Description (Command)	Key
Extend the selection one character to the right	SHIFT+RIGHT ARROW
Extend the selection one character to the left	SHIFT+LEFT ARROW
Extend the selection right one word	CTRL+SHIFT+RIGHT ARROW
Extend the selection left one word	CTRL+SHIFT+LEFT ARROW
Extend the selection up one line	SHIFT+UP ARROW

Extend the selection down one line	SHIFT+DOWN ARROW
Extend the selection to the end of the current line	SHIFT+END
Extend the selection to the start of the current line	SHIFT+HOME
Extend the selection down one page	SHIFT+PAGE DOWN
Extend the selection up one page	SHIFT+PAGE UP
Extend the selection to the end of the document	CTRL+SHIFT+END
Extend the selection to the beginning of the document	CTRL+SHIFT+HOME
Select all elements in the document	CTRL+A

Editing

Description (Command)	Key
Delete the selection or, if there is no selection, the character to the left of the insertion point	BACKSPACE
Delete all of a word to the left of the insertion pointer, not including the space before	CTRL+BACKSPACE
Copy the selection to the Clipboard	CTRL+C
Paste the contents of the Clipboard to the current location	CTRL+V
Cut the selection to the Clipboard	CTRL+X
Delete the selection without placing it on the Clipboard	DELETE
Toggle between inserting and overwriting text	INSERT
Undo the most recent formatting commands	CTRL+Z
Re-do the most recently undone commands	CTRL+Y
Find text	CTRL+F
Display the context menu, if any (equivalent to right-clicking the document)	SHIFT+F10

Formatting

Description (Command)	Key
Toggle bold formatting	CTRL+B
Toggle italic formatting	CTRL+I
Toggle underlining	CTRL+U
Increase paragraph indent	CTRL+T
Decrease paragraph indent	CTRL+SHIFT+T

How do I send attachments with my replies? [\[top\]](#)

PSAR allows you to send as many attachments as you want with your replies, mailings

and newsletters. To add an attachment to a reply simply click the **Att** button on the filter or mailings panel. The combo box next to the button will list your attachment. If you click **Att** again another attachment will be added. To remove an attachment click the **Del** button next to the **Att** button.

Note: the attachments need to be stored (and stay stored) on your hard disk. PSAR will, at the time it sends a reply or mailing, retrieve the file from you hard disk and encode it into the email message.

Which keywords can I use in the filters? [\[top\]](#)

Following keywords can be used in the 'Reply, From and subject field' of the filter definition.

\$subject\$ will be substituted with the subject of the original message

\$body\$ will be substituted with the body of the original message (cut off after the number of characters specified in the cutoff parameter on the settings panel)

\$email\$ will be substituted with the email id of the original sender

\$name\$ will be substituted with the name of the original sender

\$hits\$ will be replaced with the number of hits of the current filter. This allows you to give ticket numbers to your replies for later reference. This is the first step to the implementation of a **DigiTrak** system for helpdesk which will be available in a later release of PSAR.

\$to\$ will be replace with the email address the original message was sent to.

\$hi\$ will be substituted with the friendly name of the original sender if that ID is in the ID Log and you have entered something in the Friendly column (can only be used in the body for time being)

* Next to these keyword you can define your own keywords.

How to activate the program? [\[top\]](#)

You can use the program manually, each of the cycle part separately or automatically

Manually

To start a cycle session click the Cycle button (or use the controls menu). This will download all messages from your POP server (not delete them), then it will check if any of the messages fulfill any of your filters. Lastly the responses will be sent. If you only want to respond and not download any new messages from your POP server use the controls/respond now option.

Each of the cycle parts separately

On the program window you will notice a bar that has the big capital letters B, R, F and S on it. When you click the cycle button you will see that each of these capitals changes color as PSAR is going over each of the cycle parts.

Clicking on R (or pressing F1) will read the mail from your POP server and stop there. Nothing else will happen

Clicking on F (or pressing F2) will execute the defined filters on any new messages in PSAR's database. (e.g. the ones you have just read by clicking on R)

Clicking on S (or pressing F3) will send out the replies and bulk mailings. You will notice that the capital B changes color when PSAR is queuing bulk mail.

At any point in time you can click the break button to stop PSAR from processing. You can not click on the capital B (Bulk).

Automatically

To select automatic unattended operation click on the 'Auto' button. The status indicator on the bar below will turn green and on the bottom of the screen you can see when the next cycle will start. From this point you can just minimize the program.

Breaking

If you want to stop a cycle at any time just click the 'Break' button and the program will stop after finishing it's last operation.

Forwarding mail

What is forwarding

A filter definition also holds so called forwarding destinations. If you don't choose any destinations the message will not be forwarded to anywhere. The forwarded message will arrive identically at the forwarding destination.

On top of forwarding the message, all other functions will still operate. In other words if you have specified to reply to the mail a reply will be sent. If you selected a form handler, the form handler will still be called and so on.

NOTE: The same destinations can be used for mailings

Calling the destinations panel

Simply click the **Actions and forwarding** button if you are in the filter definition panel or click the **recipient** button if you are in the mailing definition panel.

Which destinations will the mail be forwarded to

At the bottom of the destinations panel you will see the **High level recipient list**. All destinations listed here will be used for the forwarding operation. Initially this list is empty as you did not choose any destinations yet.

Previewing final destinations

After you have selected a number of destinations you can quickly look at the detailed email id's where the message will be forwarded to by clicking on the Preview button.

Possible forwarding destinations

All of below possible destinations can be combined. Each of the destination types can be selected as many times as you want.

Single email address

Incoming mail trapped by your filter can be forwarded to the specified email address. You can easily specify as many single email addresses as you want. The email will then be forwarded to all specified addresses in one single operation. To specify a single email address enter it in the single Email Id section and click Add or press enter.

Mailing lists

Incoming mail trapped by your filter can be forwarded to all the email id's in a predefined PSAR email list. To select an email list simply choose (double click) one of the existing lists in the Available mailing List section. You can call the ID lists panel to create a new mailing list on the spot. Again you can add several mailing lists to the High level recipient list.

Using this method of forwarding you can run your own email discussion lists as if you

would run a list server.

Mail merge file

Incoming mail trapped by your filter can be forwarded to all the email id's in a mail merge file you have stored on your system. This file can be a plain list of email ID's but it can also be a CSV file. To choose this type of destination first enter the field of the mail merge file that contains the email address into the field box in the mail merge File section, then click select and choose the file itself.

Use the preview button to see if indeed you have chosen the correct field. The preview panel should show a list of all id's in your mail merge file.

Logging File

If you want to archive incoming mail trapped by the filter you can choose a logging file. Simply click the Select button in the Logging File section. The result will be that all email trapped will be written into a plain text file (the one you specified). All details of the email are logged like for instance the subject, the time the message was sent, the time the message was replied to, the hits counter value of the filter at the moment, and so on ..

Form handler database

You can also forward mail to all id's in a PSAR form handler database. To choose this destination first enter the field (the data field is 0) where the email address is stored. Then double click on one of the available form handler databases.

Examples of using forwarding

This function is very useful to be used in a filter that is positioned last in row and that traps all messages (4 blank contains fields). Any message that filters through all other filters and probably is important will be forwarded to another email address (or several other destinations) where you can read these probably important messages.

Filtering Spam: To give another example. You could define several filters that will trap so called 'Spam' mail and instruct PSAR to delete them. Whatever is left over for the last filter that will trap all messages will most probably not be Spam.

Basically you could have one email ID that you use for your auto responder and one email ID that you use to read all left over mail. This forwarding email id can be a free id like you can get at hotmail.

Other uses

- Email discussion lists
- Customer tracking
- Helpdesks

Blocking replies and/or bulk mail [\[top\]](#)

At any point in time you can block outgoing replies or/and outgoing replies.

To block outgoing bulk (even while it's going out) click the 'NoBulk' button on the main program window. As long as this button is depressed PSAR will NOT send out bulk but will keep it queued. This is useful if you know that some important replies are waiting to be sent.

The same can be done to hold replies (depressing the 'NoReply' button). Selecting both buttons will have as an effect that PSAR will not send out anything anymore until you deselect one or both buttons.

PSAR Will still read incoming mail and run the filters.

I think my database is corrupt? [\[top\]](#)

[Automatic Backup Mechanism](#)

For one reason or another it is perfectly possible that your database gets corrupted. PS Autoresponder will inform you if there is a database corruption. When you start the program a window will popup notifying you of that fact . To protect yourself from database corruption and possibly loose a database of thousands of email ID's and all your defined filters, PS Autoresponder will create a backup of the database every time it starts. Of course it will not make a backup of a corrupt file. To save disk space PS Autoresponder will only keep 3 copies. These are named psarbkup01.mdb, psarbkup02.mdb and psarbkup03.mdb. With 01 always being the most recent copy. The popup window that appears when a database corruption happens gives you following options:

- 1 - Make a backup of the corrupt file and continue operation with psarbkup01.mdb (which is the most recent backup)
- 2 - Exit PS Autoresponder. Useful if you want to troubleshoot the database yourself.
- 3 - Continue with the corrupted database. This will most probably generate database errors during operation.
- 4 - Restore to one of the three backup copies (and also make a backup copy of the corrupt file to corrupt.mdb)

Choose one of the four options and click 'Continue'.

The only way to get rid of the corruption is to recreate the database. To do this start PS Autoresponder and select 'File/Recreate database' and answer yes to the question. Now stop PS Autoresponder and restart it again. Your database will be recreated but of course will be empty.

[Backing up the database yourself](#)

Imagine losing an email ID list of 3000 IDs. You'll be very unhappy to lose that so it's always good practice to make a backup of your database. To do this select 'File/backup database as' and choose a location and name for the backup copy. Whenever you want to revert to this backup simply copy the backup over autoresponder.mdb in the program directory.

Can I see which messages have been received and replied to? [\[top\]](#)

Yes you can look at all messages in PS Autoresponder's database. To pull up the message window choose [View][Messages] in the menu or click the [msgs] button on the button bar. A new window will popup with following elements on it.

[Message list](#)

On top of the window is the complete list of messages. Note that when a message is deleted from the database or server it's also not anymore in this message log. The messages will have different colors depending on the state they are in. To view the legend select the [legend] tab. You can click on the different fields in the legend to only show those messages in the message list. To view subsets of the message list select the [Select] tab and click on any of the items listed. Also note that when you instructed PSAR to remove a message from the database it will of course no longer show up.

All: Shows all messages in the database

Bulk: Shows only the bulk mail and newsletters.

Forwarding: Shows messages that have been forwarded.

On Server: displays all messages that are still on your POP server.

Not processed: These messages have just been read from your POP server but no filter processing was done yet on them.

Not matched: These messages were not matched by any of your filters.

No Reply: these are the messages that were matched by a filter where you selected no reply.

Failed: these are messages that for one reason or another have not been sent (e.g. wrong email address)

Success: Show all messages that were successfully replied to.

Out Now: Shows the messages that are ready to be sent out now.

Out Later: Shows the messages that have been delayed and will not yet go out.

Mark options

Marking a message to be sent: it is possible that you want a message to be sent immediately without waiting for the delay to expire. To do this select the message and click the button. You can select one or multiple messages by clicking on the record selectors (small gray squares next on the far left of the message list). Once you select the [Mark][Select to send] function PSAR will flag the selected messages to be sent as soon as the next cycle begins. Remember that this will only be true for messages that have been matched.

Delete at next run

You might want to delete a message without replying to it or so. To do this select the message or multiple messages and select [Mark][Selected to delete]. PSAR will go over all you selected messages and flag them to be deleted as soon as the next cycle runs.

Clear All

Is used to clear ALL messages from the database. Note that this will not influence the mail on your POP server at all. This also means that when you have cleared the database, PS Autoresponder will download all message on your POP server again and of course reply to them again. Use this only if you really want to start over. To use this function select [Database][Clear All Records] from the menu.

Mailing List button

While you are going over the mails listed you can decide to add the id of the currently selected mail to one of your mailing lists. To do that simply click the 'mailing List' button. A panel will popup asking you to choose an existing mailing list or to enter the name of a new one. When you select the 'Set As Default' option each time you click the 'Mailing List' button the selected mailing list will be highlighted by default. This is useful if you quickly want to add people to the same mailing list while going over the message list.

Black List

To put the email id of the originator of the currently selected mail on the blacklist simply click the 'Black List' button. This is useful if you encounter a mail of someone that is asking you to be removed but did not specify the correct 'Remove Phrase'.

Quick Reply

When on the messages panel you can quickly reply to a mail which is listed in there without needing to start your normal email application. To perform a quick reply simply select the message and click the 'Quick Reply' button. This will bring up a reply panel. To send the reply click then 'Send' button.

Note that the reply will be queued like any other reply and will go out at the next cycle.

Can I see who has sent mail to me? [\[top\]](#)

To show the ID Log click the [Id's] button or select [ID Log/Mailing lists] from the menu and select the ID Log tab.

The ID Log contains a list of all email ID's you (or PSAR in this case) have ever received mail from. If the color of the record is black this email id is on the black list meaning that they will never receive a replies, newsletter or mailings from you. You can put an email id on the black list just by ticking the selector in the record. Remember that you can override this for mailings and newsletters.

Searching for an ID

If you have lot's of ID's in the ID log and want to look for it (e.g. to put it on the black list) just enter the email id (or the first few letters) in the locate field.

Filtering ID's

In the event that you want to lookup all email ID's containing a certain string of character you may use the 'Filter' field. Example: entering aol.com will show all aol id's. Now you can perform other functions on that subset of ID's like putting them on the blacklist.

Importing and Exporting ID's

To export or import a selection of email id's to or from a file use the function under the File menu. The format of import and export files has to be as follows: one and only one email id per line.

If you have a list of email ID's (that you have gathered before) and want to put them on the black list in PS Autoresponder then use the [import into blacklist] function.

Deleting ID's

To delete a selection of email ID's use the function under the Database menu. You can delete all ID's at once or just a selection of them. To select click on the record selectors (small squares on the left of the ID list) and use shift and control to select more ID's. Then select [Database][Delete] and what needs to be deleted.

Expiring ID's

Once you received email from a certain email ID it will be flagged as blocked (no mail will be sent to it) until the repetition delay (see settings) has expired. If you want to expire an email ID or selection of email ID's immediately then use the functions under [Database][Expire]

Viewing

Use the functions under the View menu to view selections of ID's. e.g. you can desire to show only the blacklisted ID's.

Sorting

Click on the column header of any of the columns in the ID log to sort on that column.

Note: you will also find the Mailing list menu here but those options will be discussed later.

How do I setup a mailing list? [\[top\]](#)

Basically the ID log is a mailing list but it can become a very big one. You might want to setup different smaller mailing lists. There are different ways to build mailings lists.

[Creating a new mail list](#)

To create a new mailing list click the [New Mailing List] button and enter a name for it on the panel that pops up.

[How to populate your mailing lists](#)

[1 - Starting from the ID log](#)

It is possible to make a selection in the ID log and from those ID's create a new mailing list or add them to an existing mailing list. To do this follow these instructions

- **Step 1** - Pull up the ID Log / mailing lists window (from the edit menu) or click the [Id's] button.
- **Step 2** - Select the ID's in the ID log panel that you want to put in a new or add into an existing mailing list. To select click on the record selectors (with the black triangle) and use ctrl and shift to make multiple selections.
- **Step 3** - Choose 'Mailing list/Add selected' or 'Mailing list/Add all'.
- **Step 4** - Now you can choose an existing mailing list or you can enter the name for a new one.

[2 - Starting from a file \(with one Id per line format\)](#)

if you have a file containing email id's that you want to use to create a PS Autoresponder mailing list do following

- **Step 1** - Select the [Mailing Lists] Tab
- **Step 2** - Select 'File / import into mailing list...' or click the [Import] button and select an existing mailing list or enter the name for a new one. Click ok.
- **Step 3** - Now select the file containing the ID's and the import process will start. On the bottom of the panel you can follow what is happening.

[3 - Manually](#)

If you want to add an email ID to a mailing list manually do following

- **Step 1** - Select the 'Mailing Lists' Tab
- **Step 2** - In the Add new ID panel enter the ID and name of the list where you want to add the ID. You can use the list of mailing lists on the far left of the panel to enter an id into that mailing list.

[4 - Automatically](#)

This is where we start to talk about newsletters. It is possible for users to send you an email with certain subject line and let PS Autoresponder add them to a specified mailing list completely automatic. This is called subscribing. Also it is possible to automatically remove someone from a mailing list. This is called unsubscribe. (See newsletters on how to setup something like this)

[5 - Using the clipboard monitor function](#)

When this function is active, PSAR will monitor the clipboard and will whenever it detects an email id on the clipboard put it into the selected mailing list. To use this function first select the mailing list where you want the ID's to go and then click the monitor clipboard button. Now go to whatever other application (e.g. word). Whenever you copy a piece of text onto the clipboard that somewhere contains email ID's they will all be added into the selected mailing list. Again note that PSAR will search for the ID's so you can copy the surrounding text too or even whole texts.

Exporting mailing lists

PSAR also allows you to export all ID's in a certain mailing list to file. To do this simply select the mailing list that you want to export and click the [Export] button.

Deleting a mailing list

To delete a mailing list select the list to be deleted and click the [Delete this list] button.

How do I send bulk mail? [\[top\]](#)

Next to the auto responder functionality there is also a Bulk mailing feature. Based on the mailing lists you defined (or were created automatically) you can perform bulk emailing. There are a number of ways to do bulk mailings.

Note: when you have entered mailing information it is NOT sent out immediately but it is stored in the scheduled mailing list (a list of mailings to do basically). When you perform a cycle session this mailing information is scanned and if the time is right the mailing will be submitted to the mailing queue and eventually will be sent out.

IMPORTANT: If the title of the mailing turns **green** it means that the mailing will be submitted. If it is **red** it means that it will not be submitted until your scheduling parameters have been met.

One time mailing

Step 1 - Select [Edit][Mailings] from the main menu or click the [mailings] button and click the New button on the panel that pops up.

Step 2 - You will be requested to enter a name for your mailing. Enter anything you like in here. This is just for your information so it does not matter what you put in here.

Step 3 - Enter your name as you want people to see you in their mail program and enter the reply address. This is the address you want people to send their replies to.

Step 4 - Select the mailing list (previously created) by clicking the **Add Recipient** button. **IMPORTANT:** If you select 'Use all ID's in the ID Log' as destination your message will be sent to ALL people you ever received mail from and responded to (except for people who are blacklisted). Be careful to use this function because the ID Log can become very big. For a discussion on possible destinations for you mailing click [here](#)

Step 5 - Enter the subject and message body of your mailing. If you do not enter information in these fields PSAR will refuse to send out the mailing and will give an error message in the log window.

Step 6 - Define how many messages per hour can be sent out per hour. This setting is used to make sure your SMTP server does not get overloaded. Some SMTP servers will block your ID for a while when you send too many mails in a row. If you for example enter 60 for this setting, PS Autoresponder will send out one message every minute of the hour. **NOTE:** If you only perform a run every 5 minutes than it will send out 5 messages at once during that run. The way this works is that PSAR will spread the message out

over time. They will all be submitted into the queue but the 'To be sent' field will hold a time in the future.

On the top of the window you will see following information details.

Title: This is the title of the mailing currently being edited.

Next: This is the date and time when the next delivery will be. If the current time exceeds this value at the time you perform a retrieve/filter/sent session the mailing will be submitted. It says never when the mailing has been sent out already.

Fu's: is the number of follow up messages for this mailing. See later on how to create follow up messages.

In the History section you can find following details

Times Submitted: Tells you how many times the mailing has been submitted to the message queue. Example: if it says 1 of 2 it means that the mailing has been submitted once out of the two times it will be submitted. Using the scheduling details tab you can set a mailing to be submitted for example 10 times every other week or so.

Last Delivery: This is the time when the mailing was last submitted into the message queue. It says 'never' when the mailing has never been submitted before.

Always: Select this if you want the mailing to go out for ever and ever depending on the scheduling information (e.g. each and every day or week etc...)

Step 7 - To make the mailing active you need to select the **active** checkbox on top of the window. If you don't do this the mailing definition will just remain idle. PSAR will not submit anything. Later on you can come back to change or finish the mailing definition.

Step 8 - Click Done

At this point in time the mailing has not been sent out yet. You will need to perform a Cycle session first or wait for the the cycle to start if you are running in automatic mode. Once the cycle starts PS Autoresponder will see that there is a mailing waiting to be submitted and will queue a message for each person in the mailing list you specified. Each message will get tagged with date and time when it can be sent out. If you specified 60 for the max number of message per hour you will notice that every message will be one minute apart.

Every time you perform another Cycle session (or automatic) PS Autoresponder will check this time tag and send out the mail if the current time exceed the date in the tag. You can look at this using the View/Messages function. Scroll right in the message table to locate the 'ToBeSubmitted date' field.

Repetitional mailings

It's perfectly possible that you want to send out the same mailing several times in a certain period of time (example: every month). To achieve this enter your mailing exactly like explained above but don't click the 'Done' button. Instead click on the [Scheduling] Tab.

Step 1 - Selecting the initial delivery date and time

This is the date and time when the mailing will be submitted. If you want it to be present time just click the Now button. Using the + and - buttons you can make it later or sooner in half hour increments. If you want to schedule the mailing in the future simply select the date on the date panel.

Step 2 - Decide the time between mailings.

Example: if you want to submit the mailing every week enter 7 in the days box using the arrows. You will not be able to set both hour and day field to 0 because this would mean that PSAR would submit the mailing on every cycle run. Imagine what would happen if you have the cycle time set to one minute!

Step 3 - Decide how many times you want the mailing to be submitted

Setting this value to one will submit the mailing once and then never again. For example if you want to send out the mailing 12 times, once every month you would set this setting to 12 and the days setting to 31.

If you select the Repeat indefinitely check box the mailing will be submitted an unlimited number of times.

Other options

On the 'Parameters' tab you will find three additional settings

Delete from Active Mailings when submitted: checking this will make sure that your mailing definition will be deleted from the mailing definitions list when it has been submitted. The effect of this is that the mailing will be done once and after that it's no longer available.

Check ID Log for repetitions: Will take the repetition setting into account when sending out mailings. This will make sure that people won't get more than one email from you in the specified period of time (repetition setting). Note that this will only work for ID's that are in the ID Log.

Submission Short Cuts

On the main panel of the mailing definitions you will find three buttons. See below for the effect of each of them:

Next Submission Now: clicking this button will make sure that the mailing will be submitted during the next cycle no matter what kind of scheduling parameters you have defined. The rest of the settings will remain intact so if you said that the mailing can be submitted three times every other day that will still be the case.

Submit once now: clicking this button will make sure that the mailing will be submitted once now and only once.

Note: all scheduling details will be lost when you click this button.

Mail merging

What is mail merging?

Instead of using the internally defined mailing list from PS Autoresponder to perform mailings you can use your own mail merging files. These files need to be in a comma separated format. Each of the fields will be replaced in the mailing where you have specified them to appear.

e.g. "promasoft@pandora.be", "Jo", "De Vulder" could be one line in such a mail merge file. The file can contain as many lines as you want. The easiest way to create these kind of files is to make an excel document and then simply save the file in CSV format. Of course you can manually create the file. You can also use CSV files created out of the form handler database you have. You do have to make sure that the first field is the email address of the recipient.

The example above holds three fields. In the mailing definition use \$1\$ for the first field, \$2\$ for the second field and so on. If you specify a fields that is not present in your mail merging file it will not be replaced. Next to theses field keywords you can of course also use your own defined keywords.

You can use the field keywords anywhere in the from, subject and message body of your mailing. Above example translates to:

Keyword	Translation
\$1\$	promasoft@pandora.be
\$2\$	Jo
\$3\$	De Vulder

An example of a message body definition in a mailing could be:

Hi, \$2\$

your last name is \$3\$

When the mailing is submitted the message body will be translated to

Hi, Jo

your last name is De Vulder

How to use a mail merge file?

To use mail merging you simply have to select the mail merge file from disk on the destinations panel. This is all that is different from a normal mailing. Do as follows:

Step 1 - Create your mailing as usual

Step 2 - Click the 'Add Recipient' button and follow [these](#) instructions.

Step 3 - Select the CSV file from the file dialog

Send out your mailing as usual.

For an overview of all possible merging fields click [here](#).

How do I setup follow up messages? [\[top\]](#)

Follow up messages are messages that you will sent to people after a certain period of time has gone by. This follow up mail is different from the initial mail you've sent. To create follow up messages you first of all need to create an initial mailing

Using the follow up messaging feature you can, instead of sending out the same message over an over again, send a different message each time you send out a bulk mail.

It's best explained with an example: Let's say you have 5 people interested in one of your money making deals.

Now let's ask ourselves what we want to do with the follow up mailing. Well let's say that we want to send each of the 5 people in the mailing list a message at intervals of one week and we want to send them 3 letters. When they have received the last follow up message we want to stop sending them email.

1st letter: Hi, you've got to read this ...

2nd letter: Hi, it's been a week. Are you still interested ...

3rd letter: Hi, looks like I can not interest you in my deal ...

[Setting up the initial mailing](#)

Next thing to do is to setup the [initial mailing](#) and specify the mailing list (with 5 people in it created previously) in the recipient box.

On the 'Mailing Details' tab enter your 1st letter content.

Setting up the interval

Setup an interval of 7 days on the scheduling panel and mark the Repeat Always box. This has the effect that the mailing you are creating will be sent until the end of times every 7 days from now. You might want to click the Now button so that the mailing will go out for the first time during the next cycle.

Adding the two follow up messages

Now go to the 'Follow Up' tab. You will notice that all fields are empty. That is because we have not added a new follow up message yet. (at the moment we only have one mail).

Because we want to use the content of the initial mail and just alter the title and message body a bit we will check the 'Use initial mail' check box and click the add button next to it. The result is that we (at this point in time) end up with a follow up message with exactly the same content as the initial mail. What we will do next is to change the title and message body to reflect the intention of our 2nd letter.

If we finished editing the 2d letter (1st follow up) we will click the add button again and also alter the contents of this one.

You can also make the from field different for each of the three mails.

Stopping after the 3rd follow up mail

As we said in our example we want that PSAR stops sending mail to someone if they have received the three follow up letters. To make sure this happens mark the 'Stop when last follow up sent' check box. If you do not do that then the initial mail will be sent again after the 3rd message has gone out (7 days later of course)

If everything is ok the light should be green (on top of the window). This means that the mailing will be sent during the next cycle.

Someone join 2 weeks later

Let's say that someone joins your list of 5 people 2 weeks later. What will happen is that this person will not get the 2nd follow up letter immediately but he will get the initial mail. Which is how it should be.

Tracking

To see who of the mailing list HAS received which letter go to the tracking tab.

Last FU Sent on: indicates when this person has received one of the follow up letters.

Last FU: Indicates the last follow up message this person has received. 000 indicates the initial mail.

Stop: If marked this person has received the last follow up letter and no mail mails will be sent to that person. Let's say that one of the 5 people is interested. This means that there is no use sending him anymore follow up letters. Simply mark his ID on the tracking panel as Stop.

Newsletter threads [\[top\]](#)

What is that? Well it simply is a series of follow up messages that will be sent to someone asking for it. In other words you might have an form on your website that people can fill in to request more information on your offer. When they do that they will automatically receive a thread of messages spread over a certain period of time (like 1

message a week for 3 weeks).

How to set that up?

Create a filter that will match the mail you get that people sent when they apply for the news letter thread.

Mark the 'Add to list' box and specify in which list the persons have to go

Now simply create a mailing with a number of follow up messages using that same mailing list and set the interval to 7 days or so (unlimited) and with the stop option active.

Form Handlers

A new addition to the arsenal of Promasoft Autoresponder are the so called form handlers. Using a form handler you can convert data contained in messages originating from mailers into a database. Examples of these form mailers you can find all over this site. An example is the [feedback](#) page. Every time you fill out the form listed on that page the copy of PSAR I am running adds an entry into a database I have called 'Feedback'. At any point in time I can look at that database and see the list of feedback I received from the visitors of my site. Later I can export that database to excel or any other application and work with the data. Now how can you setup such a thing yourself?

Step 1 - Setting up the form mailer

To make use of a form handler you obviously need to setup a source from where you will receive data. A source can be the feedback form as I have said before. An example of a typical mail received from such a form mailer is listed below

name : test@hotmail.com

where : ZDNet

informed : ON

newsletter : download full

source : www.zdnet.com

You may use the same form mailer service as I am using or you can use your own CGI Form mailer if your provider allows the use of CGI scripts. For more information visit <http://www.creative-dr.com>

Step 2 - Create the form handler in PSAR

Click the [Frm Edit] button

The windows you will see has two list sections. The first list, lists all the form handlers you have defined. At this point in time it probably will be empty. The second list, lists all fields that are defined for the selected form handler in the first list.

Click the [new] button on top of the screen (1st button) to create a new form handler

A window will popup asking you for the name of your new form handler. Enter what you like in here. When you click ok you will see that the first list will list one form handler with no fields (listed in the second list). Now we are ready to add the fields

Cut and paste an example of the message into the Test window

To make sure that our form handler will work we can copy an example of an email (like displayed above in step 1) into the Test Window.

Step 3 - Create the fields for our form handler

Now we are ready to create the fields. In our example we have a total of 5 fields (name, where, informed and so on). We will create 5 fields.

Click the new field button (3th button)

Enter the identifier of the first field. In our example this is 'name'.

Enter the field separator: in our case this is ':'

Enter a default value: this value will be used in case a field is missing from the email.

you can instruct PSAR to only look at a certain portion of the line by setting the line start position and the line end position.

If all goes well the box below the test field should show the value of the field. In our case this is 'test@hotmail.com'

Now repeat above for all 5 fields.

Step 4 - Finish

When all fields have been added to the form handler simply close the window

Step5 - Setting up the filter that will trap the mail to be passed on to the form handler.

We next need to make sure that the correct mail gets handled by the form handler we have just created. To do this we need to setup a filter that will trap the mail. In our example we can setup a filter that will trap on 'Body Contains: Newsletter download full'.

Now in the 'Form Handler' section of the filter (bottom of the window) select the name of the form handler we have just created. That's it.

Obviously you can at the same time reply to the originator of the message. At the moment you will also have to use the Newsletter settings option next to it with the scan body check mark enabled if the recipients email ID is located in the body of the message. If it's located in the from field you do not have to do this.

Viewing and exporting the data

Now whenever someone fills out a form on your site, that form data will be put into your form database. To view the data simply click the 'Frm View' button and select the form handler of which you want to see the data. Click the 'Export' button (the one with the disk) to export the data from the form handler into a comma separated file. This file can be imported in excel or another database application. You can even use it as an import file for a mailing list.

People accused me of spamming? What to do? [\[top\]](#)

Sending out mailings, newsletters and auto replies will make you subject to people accusing you of spamming. That's a fact of life. PS Autoresponder has options to make sure that you do all you can to give people the option to make sure that they don't get email from you anymore (unless you use your normal email program to send a mail to them).

Blacklist

PS Autoresponder is able to tag email ID's as being blacklisted. Now, how do people get on the blacklist? There are a number of ways that can happen.

Manually add people on the Blacklist

For example if you get a mail from someone telling you that they don't appreciate your mails and that they will inform your provider if you don't stop sending mails to them you can put that person on the blacklist. To do that perform following actions:

Step 1 - Select Edit / ID Log or click the [Id's] button

Step 2 - Lookup the email id by entering the first few letters of it in the lookup box. The table will scroll to that ID.

Step 3 - Click on the ID in question selecting that record and tick the check box in the Black List Column

Step 4 - Close the window

To view all users marked as blacklisted select 'View / Blacklisted' from the menu

Import people into the Blacklist from a file you have

You might have a list of email ID's which you can't send email to. To import that list perform these actions:

Step 1 - make sure that the file is of following format: one email id per line.

Step 2 - Select 'File / Import into blacklist' and click yes on the question on the panel

Step 3 - Browse to your file and click the Open button

Automatically add people to the blacklist (option one)

A very efficient way to add people on the blacklist is to give them the option to do that themselves. To do that perform these actions:

Step 1 - Select 'File/Settings'. On the PS AutoResponder settings panel choose a remove phrase. Example: REMOVE ME

Step 2 - In all your mailings, newsletters and auto reply message bodies make sure to add a sentence like "To be removed from this mailing list send a mail to jacob@suchard.com with subject 'REMOVE ME' "

Now if someone sends you an email with as subject 'REMOVE ME' that person will be marked as blacklisted immediately.

Automatically add people to the blacklist (option two)

A lot of people that send you email do not use a valid email ID resulting in hundreds of failure messages coming back to your from your SMTP server. Using the 'Add to blacklist immediately' option on the filter definition panel will automatically blacklist all ID's in the failure message. This way you will exactly know which ID's are valid and which are not. Make sure to enter specific filter criteria for the failure filter.

Creating Newsletters [\[top\]](#)

Although you won't find any reference to newsletters in the menu's all options to create newsletters are foreseen. A newsletter is basically nothing more than a bulk email to a mailing list. The difference is that the mailing list is automatically maintained because your visitors ask to join the mailing list themselves through email.

For the purpose of explaining how to setup a newsletters let's sa that we want to create a newsletter called 'PS Info Letter'. To create a newsletter perform following steps

Setting up the Newsletter

Step 1 - Create a new mailing list for the Newsletter

First thing to do is to create an empty mailing list. Look [here](#) to see how to do that (manually create a mailing list). We end up with an empty mailing list called 'PS Info Letter'

Step 2 - Create the subscription message and filter

On your website (or email) you will ask people to subscribe to your newsletter. Basically the way they will do that is to send an email to you with a certain specific subject. In our example we will choose 'Subscribe PSLetter' to be the subject.

On your website you would put something like: 'To subscribe to my news letter please send an email to you@host.com with subject 'Subscribe PSLetter'

- Select 'Edit/Filters' or click the [filters] button
- Click the 'New' button (1st button)
- In the filter name field enter something like 'Subscription to PS NewsLetter'. It really does not matter what you put here. It's just so you can identify the filter.
- In the Subject Contains field enter exactly 'Subscribe PSLetter'
- In the reply from field enter 'PS Support' (or what ever you like)
- In the Reply Subject field enter 'You have been subscribed to the PS Info Letter' (or what ever you like)
- In the message window enter something like 'Hi, thank you for subscribing' (or what ever you like)
- In the mailing List settings section tick the Add box and select 'PS Info Letter' in the combo box. The combo box will list all mailing list you have in the database.
- Click the Done button.

Now whenever someone sends you an email with subject 'Subscribe PSLetter' their email ID will be added to the mailing list called 'PS Info Letter' and they will receive a confirmation message (the one you just entered).

You might want to put instructions in your confirmation email to cancel a subscription to the newsletter. (something like: 'To remove yourself from the newsletter send an email to ...')

Step 3 - Create the removal message and filter

- Do exactly the same as in step 2 but now enter 'Remove PSLetter' in the subject contains field (or what ever you like)
- Also enter the message info appropriately (e.g. Hi, I'm sorry that you ...)
- Select the 'Remove from' check box in the Mailing List settings section
- Select 'PS Info letter' in the combo box (or whatever or have named it)

Now when people send you an email with subject 'Remove PSLetter' their email ID will be removed from the mailing list called 'PS Info Letter' and they will also get your sad message.

Sending out a newsletter

To send out a newsletter basically you are doing nothing more than sending out a bulk email to a mailing list. In our example the mailing list is called 'PS Info letter'. To send a mailing see [here](#). You can also use the scheduling option to send the newsletter more

than once (if you desire). Note that you need to change the mailing message once in a while otherwise people will always get the same message.

User Defined Keywords

Next to the fixed keywords you can also define your own keywords that you can use in your reply definitions or mailing definitions. An example could be \$sign\$ which you could define to be your email signature. Where ever in your definitions you use \$sign\$ it will be replace with your keyword definition.

Step 1 - Goto [File][Settings] from the main menu

Step 2 - Select the keywords tab

Step 3 - Put the cursor in the record marked with '*' and in the Keyword colum.

Step 4 - Enter a keyword (e.g sign) don't include the dollar signs

Step 5 - Enter the definition in the Value field. This definition is also displayed in the text box below the keyword list and can be multi line and as big as you want.

Now close the panel. You can always come back later and change the definition or create a new one simply by putting the cursor in the line marked with '*'. To delete a keyword select it using the record selector (small square) and press the delete button (on your keyboard)

You can define as many keywords as you want. You could even define keywords that hold complete message body's.

When you change the definition of a keyword obviously it will reflect in all mailings and replies where you have used the keyword.

Viewing statistics [\[top\]](#)

All over PS Autoresponder you will find statistics. These are important for you to know what is happening and what kind of mail you get in and are sending out.

Main window statistics

On left of the main window you can find about 20 statistics about the current status of the database.

Bulk To Send: This indicates the number of bulk messages that are about to leave during the next cycle. These are the bulk messages where the 'to be sent' flag has passed the current time.

Messages to send: This indicates the number of replies that are about to leave during the next cycle. These are replies where the 'to be sent' flag has passed the current time.

Messages to forward: This indicates the number of messages that are going to be forwarded during the next cycle.

Message delay passed: This is the number of messages of which the delay has passed. These messages will go through the filters again.

Messages Delayed: This is the number of replies that has been delayed.

Bulk Delayed: This is the number of bulk emails that has been delayed (because you have asked PSAR to spread them over time)

Today In: Indicates the number of messages you have received today.

Today out: Indicates the number of messages that have been sent out today including bulk and forwarding.

Msg Out this hour: Indicates the number of messages that was sent out during the last hour. This stat can never be more than the maximum number of messages going out per hour which you selected on the settings panel.

Total Msg Out: indicates the total number of messages that you have sent with PSAR from the time you first installed PSAR and started using it.

Msg NoReply: the number of messages in the database that were matched by a filter with the NoReply option active and are still in the database.

ID Total: total number of email id's in the ID Log database

ID Black: total number of email id's in the ID Log database the have been marked as blacklisted

Messages on server: This is a rough estimate on the number of messages that are supposed to be on your POP server.

Filter Hits

On the filters panel you will see a column that says 'hits'. This is the total number of times that the specific filter has matched a message. This is nice to see which filters are being hit the most. You can then take special care of that reply because you are sure that the most people are seeing that reply.

ID Log statistics

On every ID in the ID Log statistics are kept. You can obviously find these statistics on the ID Log panel.

In: The number of messages you have received from that person. If this is a high reading then this person is really hitting you with mail. Maybe you could try to get of his mailing list.

Out: The number of messages you have sent to that person. If this is a high reading that person could accuse you of spamming.

Rep: The number of mails that got cancelled to that person because of the repetition setting.

Added On: Tells you when this ID was first added to the ID Log database

Expires On: No mail will be sent to this person until after the date in this column. Remember that mailing can bypass this parameter.

NOTE: You can sort the ID Log by simply clicking on the header of the column you want to sort on. This is easy to have an idea on for example you most popular email id's.

The Statistics panel

this panel (view/statistics) is a history of the most important stats kept by day.

Initial Configuration

[\[Index\]](#)

[\[Home\]](#)

Introduction

As in any other email application you also need to configure PSAR using your email settings like userid, password, POP server etc.. The first time you run the PSAR it will not work because it's absolutely necessary that you configure it first. This chapter explains how to setup PSAR using your personal email settings.

To setup PSAR go to [File][Settings] and select the [Server Settings] tab.

If you run the program for the first time the setup window will popup automatically and will keep doing so until you have entered all details.

What are your email settings?

If you are not sure what certain settings should be set to, look into the settings of your normal email program. You should be able to find them there. Click [here](#) to read the instructions.

Server Settings

POP Server

The POP Server is the server which holds all your incoming email messages. It's obvious that you need to tell the program what the name of your POP server is before it can retrieve your email.

PSAR will never remove any email from your POP server unless you tell it to do so in your filter definitions.

You can use a different POP server than the POP server of your service provider as long as it's the account that holds the messages where you want to auto reply to.

You can define as many POP accounts as you like. Simply click the new button for every account you wish to enter.

7

POP Server Name

Enter the name of your POP server here (e.g. pop.bigfoot.com)

7

POP Port

Enter the port number of your POP server here (usually this is 110)

7

POP Username

Before PS Autoresponder is able to retrieve mail from your POP Server it needs to logon to it using your username (e.g. johndoe).

7 POP Password

Every username comes with a password (e.g. mypwd001)

Duplicate Replies Problem

Some POP servers have the habit to send non unique message identifiers to PSAR. If you are experiencing duplicate replies in PSAR please check the option that says *Check this if you are experiencing duplicate replies*

SMTP Server

For PS Autoresponder to be able to send out email it needs to know the details of your SMTP Server.

7 SMTP Server name:

Enter the name of your SMTP server here (e.g. smtp.bigfoot.com)

7 SMTP Port:

Enter the port number of your SMTP server here (usually this is 25)

7 SMTP Email account:

This is the email ID that will be used in the <return-path> section of the email. If you do not want to get Spam mail enter an email id here that does not exist or is pointing to an account which you don't use for the AutoResponder. The only requirement for this field is that it contains a syntactically correct email id.

7 SMTP Username:

About 95% of the ISP's does not require an SMTP username. If your ISP does require that please enter your SMTP username in this field.

7 SMTP Password:

About 95% of the ISP's does not require an SMTP password. If your ISP does require that please enter your SMTP password in this field.

Proxy Settings

These settings need to be correct because the program has to be able to connect to the internet. As long as these are not correct you won't be able to send out mail with PSAR. Most users can leave these fields blank because their ISP does not require the use of an internet proxy server. You can find these settings back in the settings of your internet browser.

7 Proxy Hostname:

Enter the name of you proxy server here if you are obliged to use a proxy from your internet service provider. Most users don't have to use proxy's. (e.g. proxy.host.com)

7 *Proxy username:*

Enter the username for your proxy server if that is obliged by your ISP.

7 *Proxy password:*

Enter the password for your proxy server if that is obliged by your ISP.

7 *Proxy port:*

Enter the port number of your proxy server (usually this is 8080 but can also be 80 or another port)

Act as email Server or Direct SMTP

7 It's not really needed that you use this option but you can if you want. This option will force PSAR to send email directly to the recipients SMTP server bypassing your own SMTP server. The benefit of this is that you leave your own ISP alone. To use this option mark the check box and enter the address of your DNS server.

Timeout SMTP/POP server

7 This is the time PSAR will wait for the POP or SMTP server to return with an answer. If this delay (in seconds) has passed, PSAR will abort the operation. If you have a fast cable connection you can keep this settings low (e.g. 5 seconds). If you have a very slow network connection you can best set this to a higher value (e.g. 60 seconds).

Program Settings

To alter the PSAR program settings go to [File][Settings] and select the [Program Settings] tab. These settings alter the global operation of PS Autoresponder.

7 *Download Frequency:*

This settings applies when PSAR is running in automatic mode. After this time interval has expired the program will start another cycle session. Depending on the amount of traffic you expect you can set this value higher or lower. With cycle session we mean that the program will retrieve new mail from the server, apply the defined filters and send out responses.

7 *Repetition Delay:*

The program will only respond once to the same email id in this period of time. If you set it to 0, people will receive a response to every mail they send to you (provided that one of your filters has matched the email). If you set it to 12, people will only receive a response if they send you another message more than 12 hours later. This option is to prevent spamming from your part.

7 *Max Messages out/hour:*

A rule that several ISP's are applying is that they only allow you to send a maximum number of message per hour. They do this to prevent you from sending a huge amounts of emails. In the event that you are sending too much mail they will block your account for an hour or so. If your ISP is using that restriction you can instruct PSAR not to send more than a certain number of message per hour. A

good value for most ISP's is 150 messages per hour. You can experiment with this setting. A good way to bypass this ISP restriction is to use the option that will send email directly to the recipients SMTP server.

more and more ISP's are preventing people to access other SMTP servers than their own SMTP server.

7 *Max Messages read/cycle:*

If you want to make sure that PSAR's cycles are not taking too long you can set this to a lower value. E.g. settings this to 5 will instruct PSAR to download 5 messages even if there are 100 on the POP server, apply the filters to them, send out the replies and then wait for the next cycle. It all depends on how much traffic you are expecting. Setting this value to 0 will have as effect that PSAR will never download any mail from your POP server and of course also never send out replies. This might be useful if you will use PSAR only to perform group mailings.

7 *Cutoff Parameter:*

This parameter indicates how many characters of the original email message will be used for the \$body\$ keyword in your replies. If you set this parameter to 0, the whole original message will be used.

7 *Max Messages out/hour:*

To protect yourself from Spam accusations you need to provide the people that you are sending replies and group mail to, a way to have themselves removed from your auto responder. Anyone that sends mail to you with the words from the Remove Phrase setting will be marked as blacklisted immediately. PSAR will never send replies to them ever again unless you instruct PSAR to do otherwise or you remove that person from the blacklist. Example: if you enter 'REMOVE ME' in this field you can say in your replies and group mailings something like 'To be removed please reply to me with REMOVE ME as subject'

7 *Cycle Parameters:*

Here you can instruct PSAR to which type of outgoing mail it needs to give priority to. You might for instance give more priority to replies. Doing that will make sure that group mailings are held back until all replies have gone out. You can of course also do the opposite.

7 *Logging:*

If you want to be able to track exactly which email is coming in and out of PSAR you can specify a log file here. Click the button with the disk and choose an existing log file or enter a new one. Leaving this field blank will make sure that PSAR is not logging to disk. If you don't want to log details (both on screen and on disk) select the option below the log to file field. Note that these log files can get big so it's wise to regularly check the size and delete them if needed.

To show more debugging information select the option 'Show debugging information'. This is usefull if something is not working as expected.

7 *Activate on Startup:*

Selecting this option will make sure that PSAR is started in automatic mode when launched. You can add a shortcut to PSAR in your programs/startup folder.

7 *Hide when minimized:*

When checked the program will be hidden and will not appear in the taskbar. It will only be visible in the system tray. To make the program window visible again left click on the icon in the system tray.

7 *Password:*

You can protect program execution by entering a password in this field. Please do not forget this password. In case you do please contact promasoft support to recover your database.

RAS or dial-up support

Not everyone has a permanent internet connection. To allow people with normal dial-up connections (modem) to use PSAR in an unattended and automatic mode they have to setup RAS support in PSAR.

To enable PSAR RAS support do following

7 go to [File][Settings] and select the [RAS] tab.

7 Check Enable Remote access dialup connection

7 Then choose which dial-up connection PSAR has to use

7 With the edit, add and delete buttons you can manage your windows dialup connections.

Scenarios

Learning to use a new program can be difficult sometimes. And people don't always like to go through huge help files. That's why we have created this page outlining several scenarios to use PS Autoresponder. It's obvious that the program settings and server settings need to be entered properly before you define any of these scenario's.

The scenario's outline here only represent a small fraction of what is possible with PS Autoresponder.

Contents

- [Sending an auto reply to all mail that comes in](#)
- [Sending an auto reply to mail with a specific subject line](#)
- [Creating follow up messages](#)
- [Setting up a form handler and merge replying to it](#)
- [Setting up a plain subscription list](#) (printable word document)
- [Sending to multiple mailing lists](#) (printable word document)
- [Creating a spam filter](#) (printable word document)
- [Importing email lists into an internal database](#) (printable word document)

Sending an auto reply to all mail that comes in [\[top\]](#)

What will this do?

The purpose of this setup is to simply reply to ALL mail that comes into you mailbox with one and the same message. An example could be to tell people that you are out for a holiday. Of course you want to check the messages later on.

How to do it?

To accomplish this task we will need to create only one filter and make sure that when an incoming message is matched by the filter it is only deleted from the PSAR database but not from the server. This way when we return from holiday we can launch our normal email application (e.g. Outlook), retrieve the mail and check them out.

How to do it step by step

Step 1 - Define the filter

Launch PSAR and select [Edit/Filters] to launch the filters panel.

On the filters panel click [New] to create a new blank filter. This is the far left top button on the panel.

In the panel that pops up asking to enter a name for your new filter enter 'Holliday Response'. It does not matter what you enter here. This name is just for your reference to describe what the filter will be doing.

Leave the 4 'Contains' fields below the [Filter Name] field empty. This will make sure that ALL message will be trapped by your filter.

In the [Additional Settings] section unselect [Del from server if matched]. We need to do this because we do not want PSAR to remove the messages from our server so we can retrieve them later on with our normal email application.

In the [Additional Settings] section select [Del from DB after sent and not on server]. This will make sure that the message is deleted from the PSAR database when PSAR has responded and when we have retrieved the mail with our normal email application.

In the [Reply From] field enter your name (e.g. Jo De Vulder). This way the people that have sent you an email will know who is sending them the reply.

In the [Reply Subject] field enter 'I am away until May 21st'

In the [Message Body] field enter a more clear description explaining why you are away and when you will be checking you email. Put this in front of the 'original message' separator. The word \$body\$ will be replaced with the original message body you are replying to.

Click [Done]. This is the 4th button from the left marked with 'V' or simply close the filter definition panel.

Step 2 - Activate PSAR

Click the [Auto] button on the main program window. The red square block below the [msgs] button will now turn green. This indicates that PSAR is going to retrieve mail from your mail server at the interval you specified on the settings panel in the 'Download Frequency' field.

Now you can leave for your holiday.

What is the effect?

Mary sends an email to you while you are away. PSAR will trap that mail and will send a response back to Mary telling her that you are away on holiday and that you will check your mail when you are back.

Sending an auto reply to mail with a specific subject line

[\[top\]](#)

What will this do?

The purpose of this setup is to simply reply to email that is sent to you which has a specific subject. An example could be that you want to send some information back to people that have sent you an email with for example as subject line 'send more info'. Of course you want to check the messages later on.

How to do it?

To accomplish this task follow exactly the same steps as outlined [here](#) with the difference that we will not leave all four of the fields in the 'Filter Settings' section blank.

How to do it step by step

Step 1 - Define the filter

Follow [these](#) instructions to create the filter but do not click the done button (marked 'V') at the end.

Step 2 - Specify the subject line that needs to match

As said in the overview we only want to reply to a message which contains a specific subject line. In the [Subject Contains] field enter 'send more info'

Click [Done] (Marked 'V')

Step 3 - Activate PSAR

Click the [Auto] button on the main program window. The red square block below the [msgs] button will now turn green. This indicates that PSAR is going to retrieve mail from your mail server at the interval you specified on the settings panel in the 'Download Frequency' field.

What is the effect?

Mary sends an email to you and has made 'Please send more info to me' to be the subject of her message. PSAR will trap that mail (or to be correct, the filter that we defined) because it contains what we have put in the [Subject Contains] field and will send a response back to Mary containing all the information she needs.



This page lists all internet error codes you can encounter during operation of PromaSoft Autoresponder. If you encounter an error that is not translated by PSAR itself please lookup the code and it's meaning below. All below error codes are direct responses from either your POP server or SMTP server and are in most cases caused by either wrong operation of you email servers or wrong configuration of the PSAR server settings.

POP Errors

26701 ERROR_POP_NETWORK Network subsystem failed to initialize
 26702 ERROR_POP_LICENSE Product is not licensed for use on this system
 26703 ERROR_POP_NOHANDLES No handles available to this process
 26704 ERROR_POP_NOTOWNER Invalid handle passed to function
 26705 ERROR_POP_HANDLE Invalid handle passed to function
 26706 ERROR_POP_MEMORY Memory allocation failed
 26707 ERROR_POP_PARAMETER Invalid parameter passed to function
 26708 ERROR_POP_HOSTNAME Invalid host name specified
 26709 ERROR_POP_SOCKET Invalid socket descriptor passed to function
 26710 ERROR_POP_CONNECT Unable to establish connection with server
 26711 ERROR_POP_TIMEOUT Operation timed out waiting for response from server
 26712 ERROR_POP_SERVER Invalid response from server
 26713 ERROR_POP_READ Failed to read data from server
 26714 ERROR_POP_WRITE Failed to write data to server
 26715 ERROR_POP_RETRY Operation should be retried
 26716 ERROR_POP_OVERFLOW Internal buffer overflow
 26717 ERROR_POP_CLOSED Connection to server is closed
 26718 ERROR_POP_BLOCKED Blocking operation in progress
 26719 ERROR_POP_CANCELED Operation canceled by client
 26720 ERROR_POP_LOGIN Unable to login to server
 26721 ERROR_POP_NOLOGIN Not logged in to server
 26722 ERROR_POP_MSGID Invalid message identifier specified
 26723 ERROR_POP_STOREFILE Unable to store message in the specified file
 26724 ERROR_POP_AUTHTYPE Authentication type not supported
 26725 ERROR_POP_AUTHFAIL User authentication failed
 26726 ERROR_POP_AUTHENTICATED User has already been authenticated
 26727 ERROR_POP_UNEXPECTED Unexpected result code returned by server
 26728 ERROR_POP_COMMAND Invalid command specified
 26729 ERROR_POP_CHANGEPASS Unable to change mailbox password
 26730 ERROR_POP_SENDFILE Unable to send message in specified file
 26731 ERROR_POP_CLIPBOARD Unable to access system clipboard

SMTP Errors

27101 ERROR_SMTP_NETWORK Network subsystem failed to initialize
 27102 ERROR_SMTP_LICENSE Product is not licensed for use on this system
 27103 ERROR_SMTP_NOHANDLES No handles available to this process
 27104 ERROR_SMTP_NOTOWNER Invalid handle passed to function
 27105 ERROR_SMTP_HANDLE Invalid handle passed to function
 27106 ERROR_SMTP_MEMORY Memory allocation failed
 27107 ERROR_SMTP_PARAMETER Invalid parameter passed to function
 27108 ERROR_SMTP_HOSTNAME Invalid host name specified
 27109 ERROR_SMTP_SOCKET Invalid socket descriptor passed to function
 27110 ERROR_SMTP_CONNECT Unable to establish connection with server
 27111 ERROR_SMTP_TIMEOUT Operation timed out waiting for response from server
 27112 ERROR_SMTP_SERVER Invalid response from server
 27113 ERROR_SMTP_READ Failed to read data from server
 27114 ERROR_SMTP_WRITE Failed to write data to server
 27115 ERROR_SMTP_RETRY Operation should be retried
 27116 ERROR_SMTP_OVERFLOW Internal buffer overflow
 27117 ERROR_SMTP_CLOSED Connection to server is closed
 27118 ERROR_SMTP_BLOCKED Blocking operation in progress
 27119 ERROR_SMTP_CANCELED Operation canceled by client

27120 **ERROR_SMTP_ADDRESS** No return address specified
27121 **ERROR_SMTP_RECIPIENT** No valid recipients specified
27122 **ERROR_SMTP_DATA** Remote host receiving message data
27123 **ERROR_SMTP_NODATA** No message message data received
27124 **ERROR_SMTP_FORMAT** Invalid address format specified
27125 **ERROR_SMTP_FILENAME** Invalid file name specified
27126 **ERROR_SMTP_FILETYPE** Invalid file type specified
27127 **ERROR_SMTP_CLIPBOARD** Unable to access system clipboard
27128 **ERROR_SMTP_NOSUPPORT** Server does not support extended commands
27129 **ERROR_SMTP_UNAVAILABLE** Server not available at this time
27130 **ERROR_SMTP_ABORTED** Command aborted by server
27131 **ERROR_SMTP_STORAGE** Insufficient storage space for message
27132 **ERROR_SMTP_COMMAND** Invalid or unrecognized command
27133 **ERROR_SMTP_SEQUENCE** Invalid command sequence
27134 **ERROR_SMTP_MAILBOX** Mailbox is invalid or unavailable
27135 **ERROR_SMTP_NORELAY** Server will not relay messages
27136 **ERROR_SMTP_FAILED** Server transaction failed
27137 **ERROR_SMTP_UNEXPECTED** Unexpected result code returned by server
27138 **ERROR_SMTP_OPTION** Server does not support this option
27139 **ERROR_SMTP_AUTHREQUIRED** User authentication is required
27140 **ERROR_SMTP_AUTHFAILED** User authentication failed

HTTP Errors

26001 **ERROR_HTTP_NETWORK** Network subsystem failed to initialize
26002 **ERROR_HTTP_LICENSE** Product is not licensed for use on this system
26003 **ERROR_HTTP_NOHANDLES** No handles available to this process
26004 **ERROR_HTTP_NOTOWNER** Invalid handle passed to function
26005 **ERROR_HTTP_HANDLE** Invalid handle passed to function
26006 **ERROR_HTTP_MEMORY** Memory allocation failed
26007 **ERROR_HTTP_PARAMETER** Invalid parameter passed to function
26008 **ERROR_HTTP_HOSTNAME** Invalid host name specified
26009 **ERROR_HTTP_SOCKET** Invalid socket descriptor passed to function
26010 **ERROR_HTTP_CONNECT** Unable to establish connection with server
26011 **ERROR_HTTP_TIMEOUT** Operation timed out waiting for response from server
26012 **ERROR_HTTP_READ** Failed to read data from server
26013 **ERROR_HTTP_WRITE** Failed to write data to server
26014 **ERROR_HTTP_RETRY** Operation should be retried
26015 **ERROR_HTTP_OVERFLOW** Internal buffer overflow
26016 **ERROR_HTTP_CLOSED** Connection to server is closed
26017 **ERROR_HTTP_BLOCKED** Blocking operation in progress
26018 **ERROR_HTTP_CANCELED** Operation canceled by client
26019 **ERROR_HTTP_PROTOCOL** Resource specifies an unsupported protocol
26020 **ERROR_HTTP_COMMAND** Invalid command specified
26021 **ERROR_HTTP_QUERY** Invalid query parameter specified
26022 **ERROR_HTTP_TRANSACTION** Client transaction already in progress
26023 **ERROR_HTTP_RESPONSE** Invalid server response to command
26024 **ERROR_HTTP_VERSION** Invalid request for this protocol version
26025 **ERROR_HTTP_FILENAME** Invalid file name specified
26026 **ERROR_HTTP_FILETYPE** Invalid file type specified
26027 **ERROR_HTTP_FILELENGTH** Invalid file length specified
26028 **ERROR_HTTP_CLIPBOARD** Unable to access the system clipboard
26029 **ERROR_HTTP_AUTHTYPE** Invalid or unsupported authentication method selected
26030 **ERROR_HTTP_USERNAME** Invalid username specified
26031 **ERROR_HTTP_PASSWORD** Invalid password specified
26032 **ERROR_HTTP_MOVED** Resource has been moved
26033 **ERROR_HTTP_NOTMODIFIED** Resource has not been modified
26034 **ERROR_HTTP_REQUEST** Invalid request to server
26035 **ERROR_HTTP_UNAUTHORIZED** Unauthorized request to server
26036 **ERROR_HTTP_PAYMENT** Payment required to access resource
26037 **ERROR_HTTP_FORBIDDEN** Access to resource forbidden
26038 **ERROR_HTTP_NOTFOUND** Resource not found on server
26039 **ERROR_HTTP_METHOD** Invalid method for this resource
26040 **ERROR_HTTP_NOTACCEPTED** Resource not accepted
26041 **ERROR_HTTP_PROXYAUTH** Proxy authentication required
26042 **ERROR_HTTP_REMOVED** Resource has been permanently removed
26043 **ERROR_HTTP_SERVER** Invalid response from remote server
26044 **ERROR_HTTP_GATEWAY** Invalid response from gateway
26045 **ERROR_HTTP_UNAVAILABLE** Remote server is unavailable
26046 **ERROR_HTTP_UNEXPECTED** Unexpected result code returned by server
26047 **ERROR_HTTP_OPTION** Invalid option specified for this protocol version
26048 **ERROR_HTTP_PROXYTYPE** Invalid proxy server type specified

DNS Errors

25301 **ERROR_DNS_NETWORK** Network subsystem failed to initialize
25302 **ERROR_DNS_LICENSE** Product is not licensed for use on this system
25303 **ERROR_DNS_NOHANDLES** No handles available to this process
25304 **ERROR_DNS_NOTOWNER** Invalid handle passed to function
25305 **ERROR_DNS_HANDLE** Invalid handle passed to function
25306 **ERROR_DNS_MEMORY** Memory allocation failed
25307 **ERROR_DNS_PARAMETER** Invalid parameter passed to function
25308 **ERROR_DNS_SOCKET** Invalid socket descriptor passed to function
25309 **ERROR_DNS_HOSTNAME** Invalid host name specified
25310 **ERROR_DNS_HOSTADDRESS** Invalid host address specified
25311 **ERROR_DNS_HOSTNOTFOUND** Host name could not be resolved
25312 **ERROR_DNS_HOSTINFO** Host information could not be resolved
25313 **ERROR_DNS_PROTOCOL** Invalid protocol specified
25314 **ERROR_DNS_RECORDTYPE** Invalid record type specified
25315 **ERROR_DNS_RECORDNAME** Invalid record name specified
25316 **ERROR_DNS_RECORDDATA** Invalid record data specified
25317 **ERROR_DNS_SERVERINDEX** Invalid nameserver index specified
25318 **ERROR_DNS_SERVERADDR** Invalid nameserver address specified
25319 **ERROR_DNS_SERVERPORT** Invalid nameserver port number specified
25320 **ERROR_DNS_SERVERFAIL** Invalid record data returned from server
25321 **ERROR_DNS_NORESPONSE** No record data returned from server
25322 **ERROR_DNS_BADRESPONSE** Invalid record format returned from server
25323 **ERROR_DNS_REFUSED** Operation refused by server
25324 **ERROR_DNS_TIMEOUT** Operation timed out waiting for response from server
25325 **ERROR_DNS_CANCELED** Operation canceled by client

Account Setup help

[\[Index\]](#)

[\[Home\]](#)

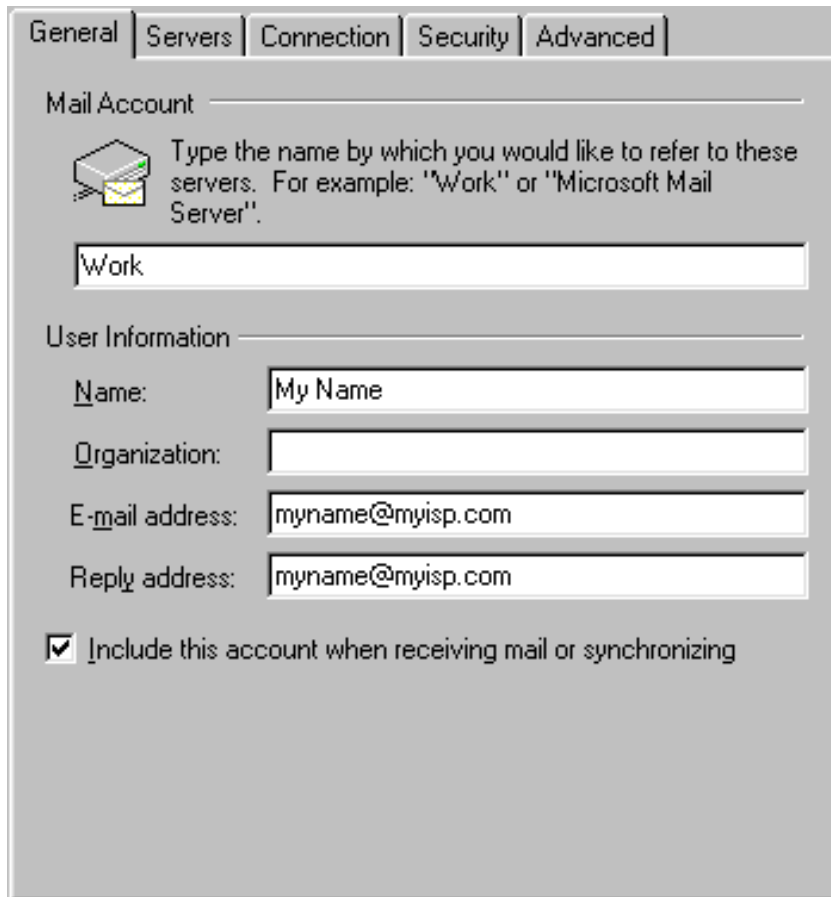
If you are not sure which values you need to enter in the various fields on the server settings panel follow below instruction to lookup the correct values in outlook.

This is an example view of the server settings panel as it should look like. The screen shots following indicate where to look for these values in your outlook account setup.

The screenshot displays the 'Server Settings' tab of the Outlook configuration window. It is divided into several sections:

- POP Servers:** Contains 'New' and 'Delete' buttons, a 'Cycle Accounts' checkbox, and a list of servers. The current server is 'pop.myisp.com' with port '110', username 'myacct', and a masked password.
- SMTP Server:** Contains fields for 'SMTP Server name' (smtp.myisp.com), 'SMTP Port' (25), 'SMTP email account' (myname@myisp.com), 'SMTP Username', and 'SMTP Password'.
- PROXY Settings:** Contains fields for 'Proxy Hostname', 'Proxy username', 'Proxy password', and 'Proxy port' (8080).
- Direct SMTP:** Contains a checkbox for 'Directly send to recipients SMTP server' and a 'DNS' field.
- Other Settings:** Contains a checkbox for 'Bypass Internet connection testing' and a 'Timeout (POP/SMTP)' field (10).

SMTP email account relates to **E-mail address** in outlook



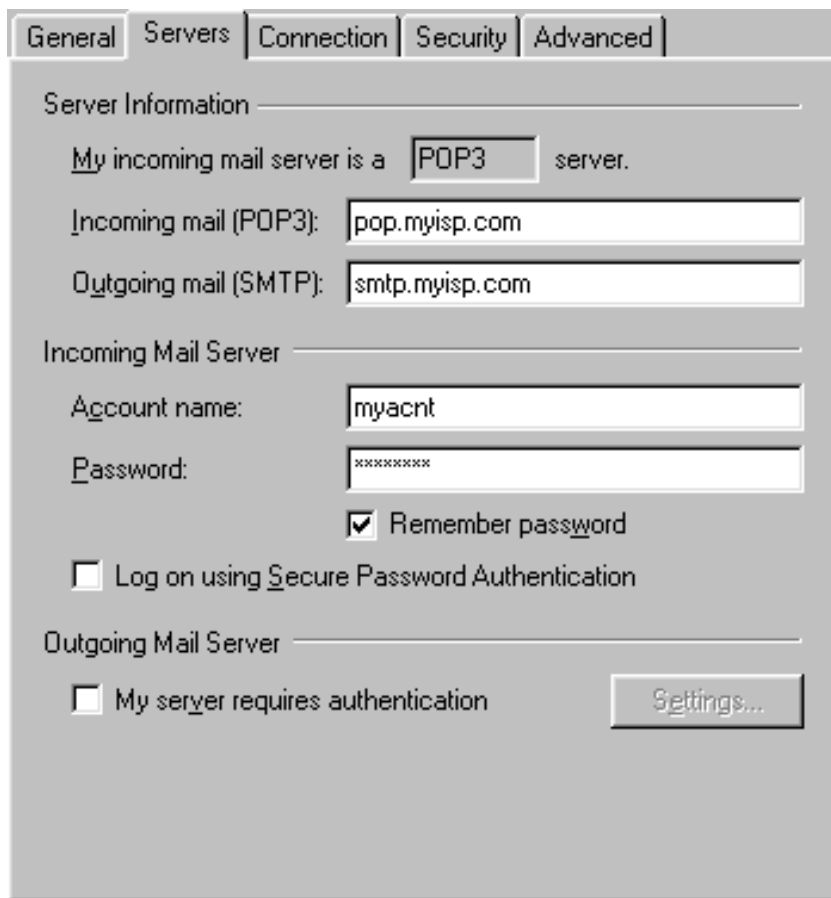
The image shows a screenshot of the Outlook Mail Account configuration dialog box. The dialog has five tabs: General, Servers, Connection, Security, and Advanced. The 'General' tab is selected. Under the 'Mail Account' section, there is a folder icon and a text box containing 'Work'. Below this is the 'User Information' section with fields for Name (My Name), Organization (empty), E-mail address (myname@myisp.com), and Reply address (myname@myisp.com). A checkbox labeled 'Include this account when receiving mail or synchronizing' is checked.

POP Servers - Server name relates to **Incoming mail (POP3)** in outlook

POP Username relates to **Account name** in outlook

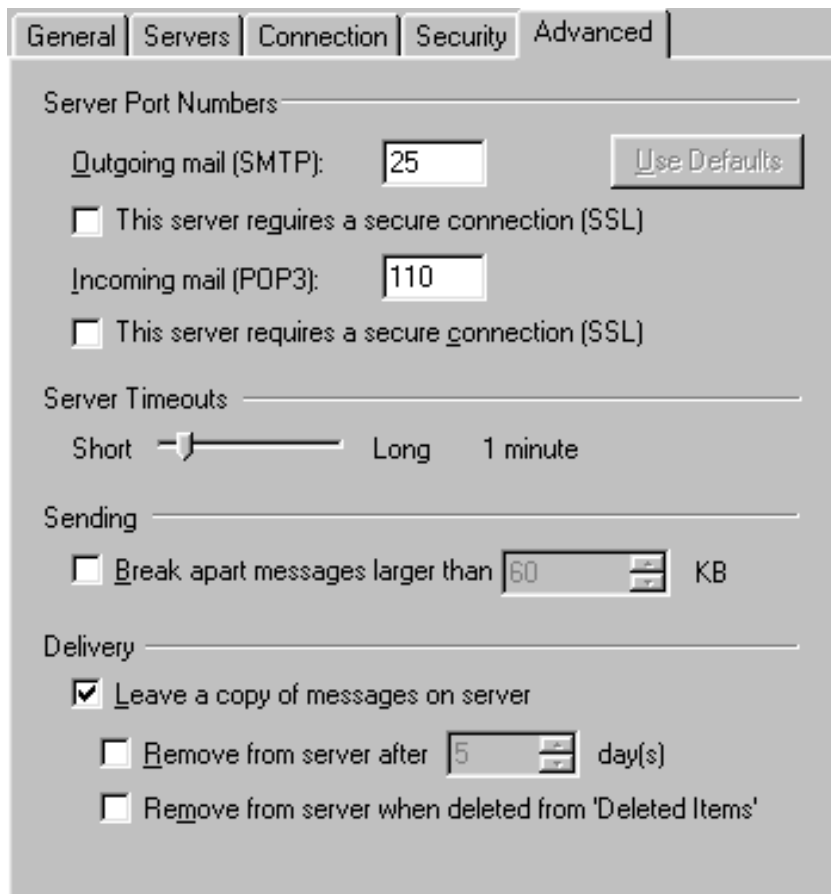
POP Password relates to **Password** in outlook

SMTP Server name relates to **Outgoing mail (SMTP)** in outlook



POP Port relates to **Incoming mail (POP3)** in outlook

SMTP Port relates to **Outgoing mail (SMTP)** in outlook



Notice in above screen shot that the Leave a copy of message on server is selected. This allows for the best cooperation between outlook and PrimaSoft AutoResponder. Doing this will make sure that when you download mail with outlook, PrimaSoft AutoResponder still can get to the mail on the POP server and do what needs to be done with it.

How to create follow-up messages

[\[Index\]](#)

[\[Home\]](#)

Introduction

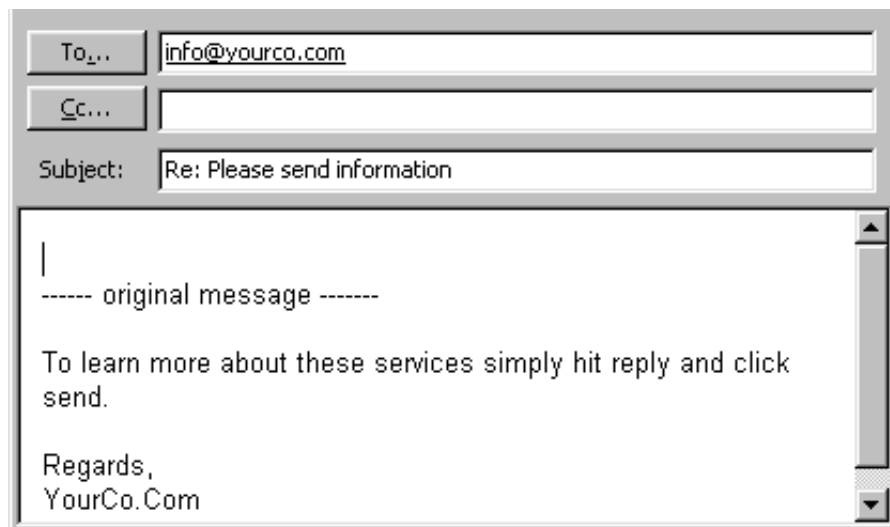
This step by step guide will show you an example on how to create and use follow-up messages in PromaSoft Autoresponder.

Following scenario will be implemented:

- **Someone sends in an email with a request for information**
- **We will send an initial reply to that person**
- **We will send that same person three follow-up messages each of them will be sent one day apart from each other.**

Step 1 - The request from our correspondent

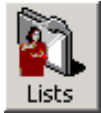
Everything always starts with an email that is being sent to you requesting information. Such a mail when read using a normal email reader could look like following.



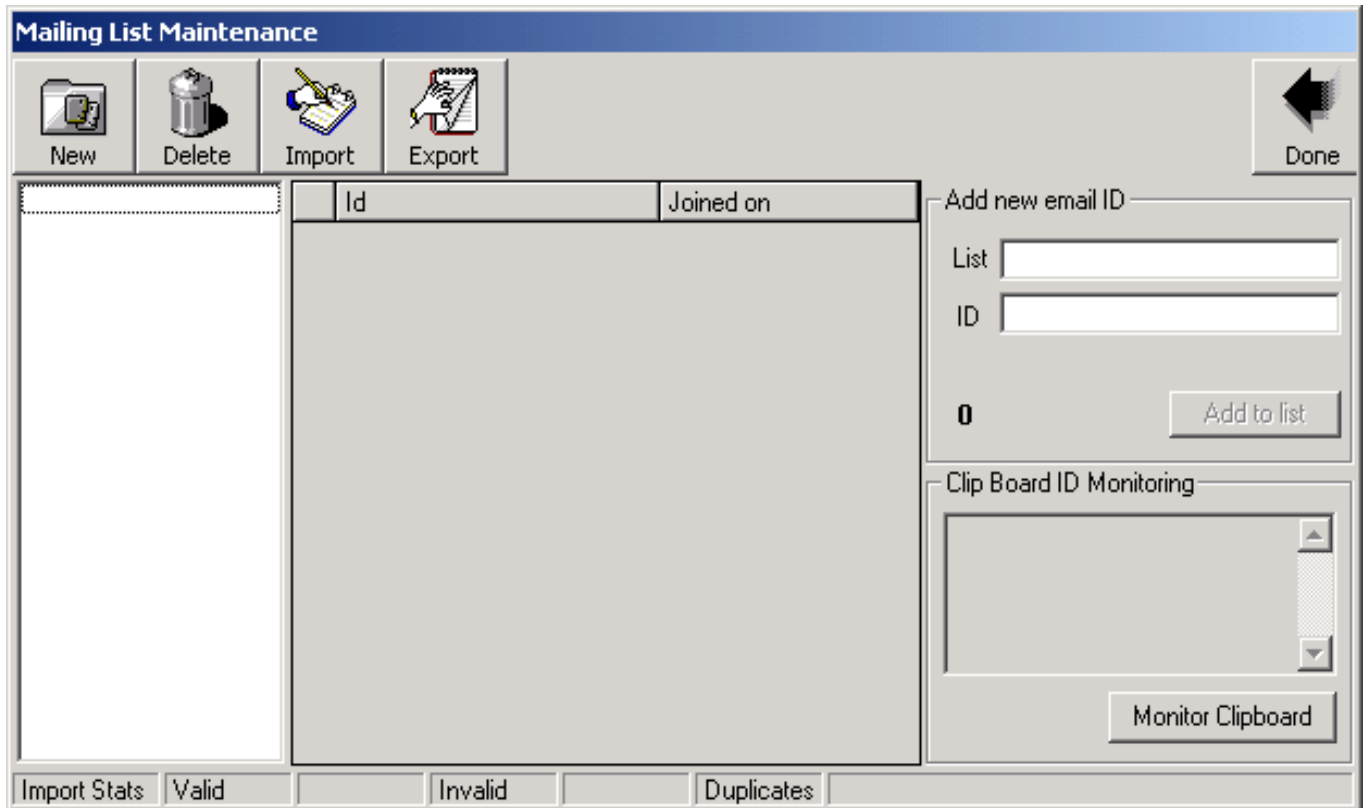
What we first plan to do on a high level is to send that person a reply telling him/her that we have received their request for information and that they can expect it in their inbox soon.

Step 2 - Create our empty mailing list

We of course need to store the email id's of all persons requesting information into a mailing list. Later we can use it for other purposes. The easiest way to store email IDs in PSAR is to store them in a mailing list.



Click the Lists button. This will bring up following panel



Click on the New button. This will prompt you for a name. You can choose whatever name you like. We will use the name **mylist** for this example. Click OK.



Click the Done button.

Our new empty mailinglist is now created.

Step 3 - Create the filter

As it is always the case with PSAR we need to create a filter that will detect the incoming request for information and perform the necessary actions. These actions will be

- Add the user to our newly created mailing list
- Send the initial reply



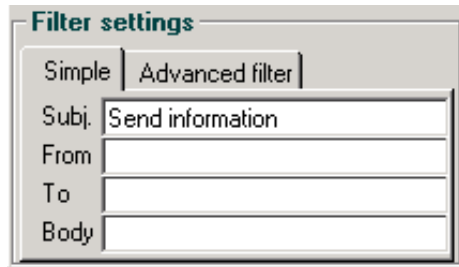
Click the **[Filters]** button.



Click the **[New]** button. On the panel that is present to you enter a name for your new filter. For this example we'll call it **Information Request**

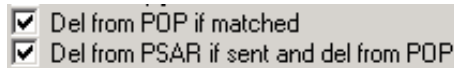
Detecting the message

As we want to differentiate a message with a genuine information request from other messages that might arrive in our inbox we need to tell PSAR what to expect in a certain part of the message body. In our example we will use part of the subject. Enter **Send information** into the **subj.** field.



Cleaning up

We want to keep both our POP server and PSAR message database clean. To do that select both **[Delete from POP if matched]** and **[Delete from PSAR if sent and deleted from POP]** options.

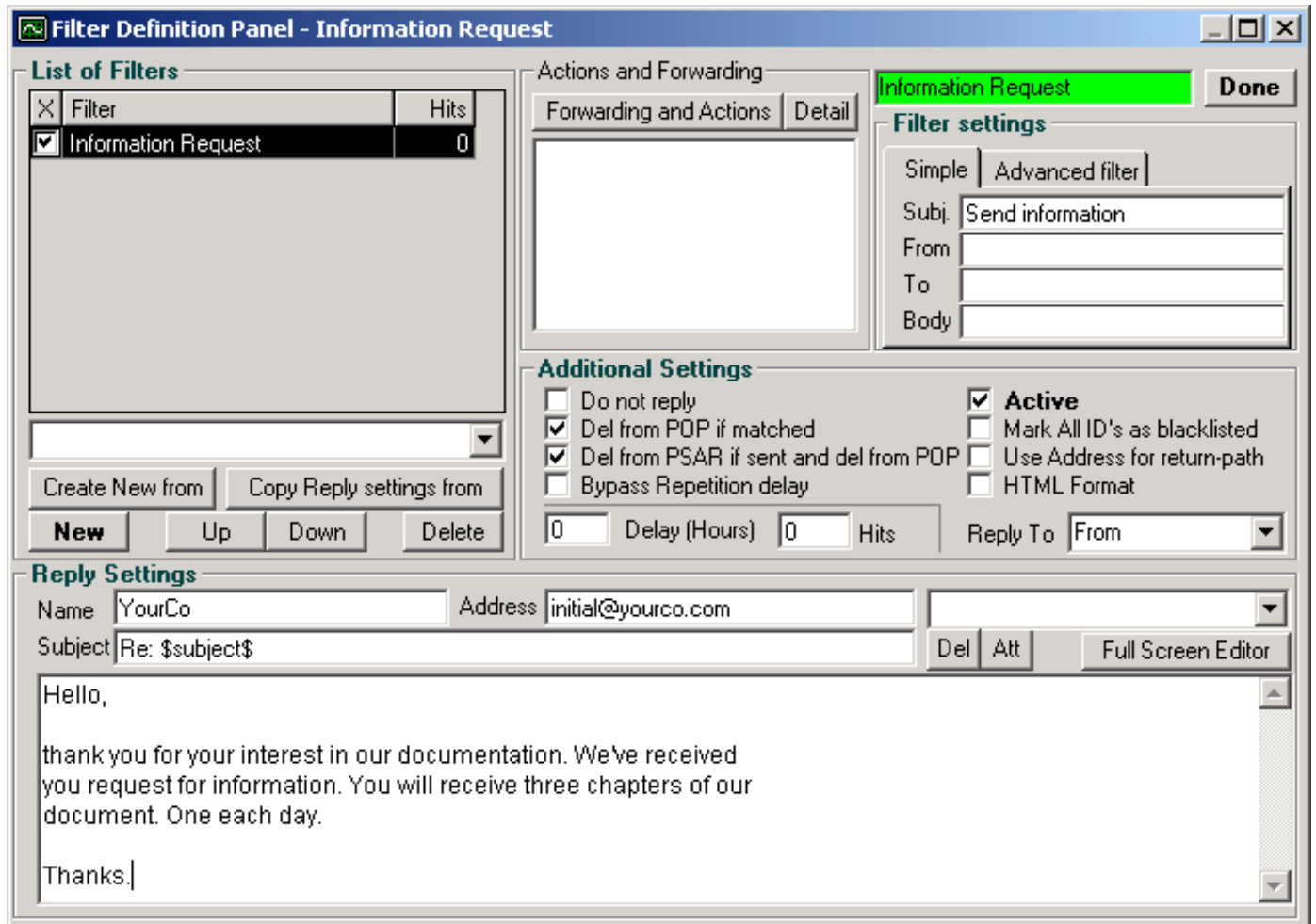


Initial reply text

Enter your company name. In this example we will use **YourCo**

Enter you email address. This is the address where the replies to you emails will be sent to. In our case we want the replies to go to **initial@yourco.com**

Enter the reply text. For an example see below picture.

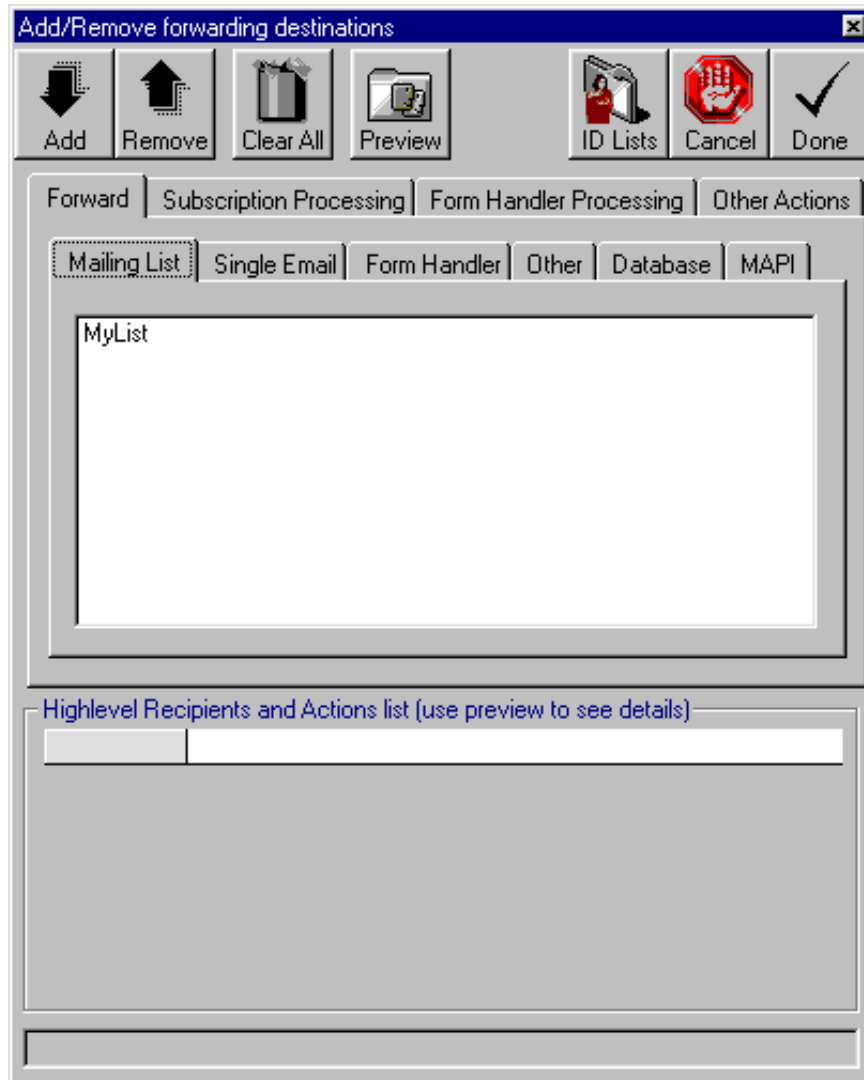


Step 4 - Other actions

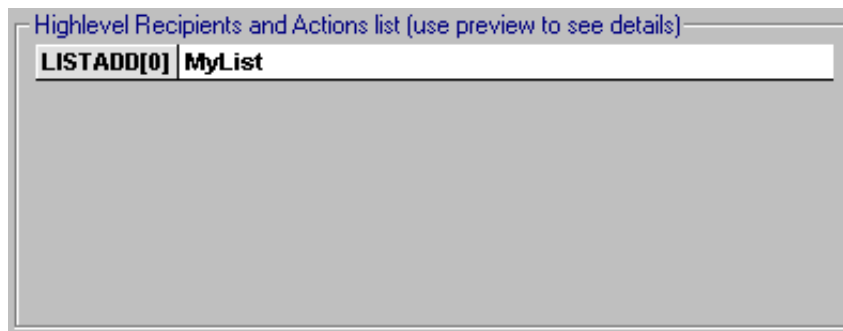
At this point we have setup the responder so that it replies to any email with the words **send information** in the subject line. Nothing more, nothing less.

To keep track of the people that requested information we need to store their email id in our mailing list we created above. Later is will be clear why we need to do that.

Click The [**Forwarding and Actions Button**]. This will present following panel



Select the **Subscription Processing** tab and double click on **MyList**. This will add the action 'Add to mailing list test' in the Actions list. Click the [**Done**] button.



At this point in time we've setup a responder that listens to messages where the subject contains the words **Send Information** and will store the correspondent's email ID in the mailing list **MyList**. We can manually use this mailing list to send mailing to all people in that list but that's not the purpose of this setup.

Click the [Done] button to close the **forwarding and actions** panel

Click the [Done] button to close the **filter definition** panel

Step 5 - Creating the Mailing

Now the time has come to setup our three follow-up messages.



Click the mailings button on the main program window.

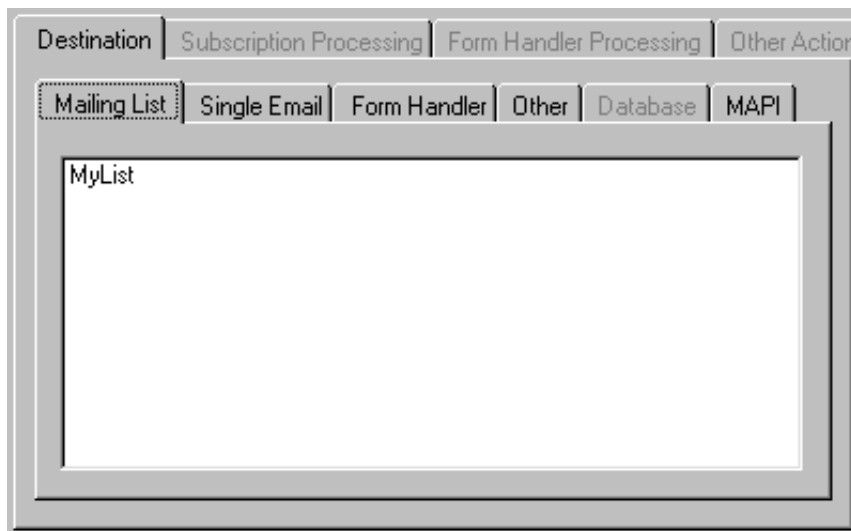
On the mailings panel click the **[New]** button and enter a name for your mailing. For this example we'll use **Campaign**.

The recipients

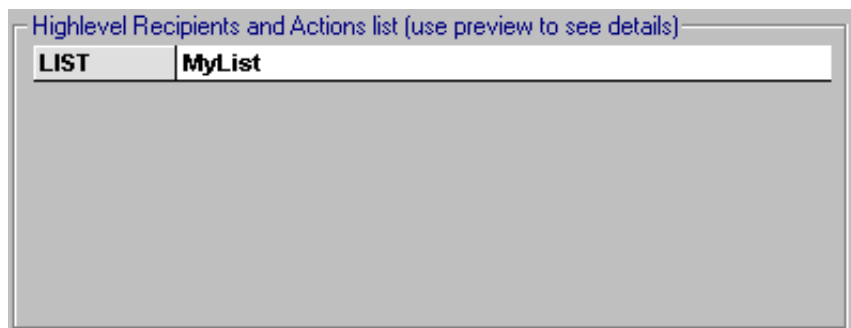
The recipients for our mailing are all listed in the mailing list **MyList**. So we will instruct PSAR to send the mailing to all email id's listed in this list.

Click **[Add Recipient]**

A similar panel as we got for the subscription processing will be presented. But now it's not subscription processing we want to perform but we want to choose a destination, being **MyList**



Double click on **MyList**. Now our mailing list will be added to the destinations list



Click **[Done]** on the **Add/Remove panel**

First follow-up

Make sure the **Mailing Details** tab is selected. For clarity the first follow-up basically is not a follow-up. It the main mailing message. Enter following details



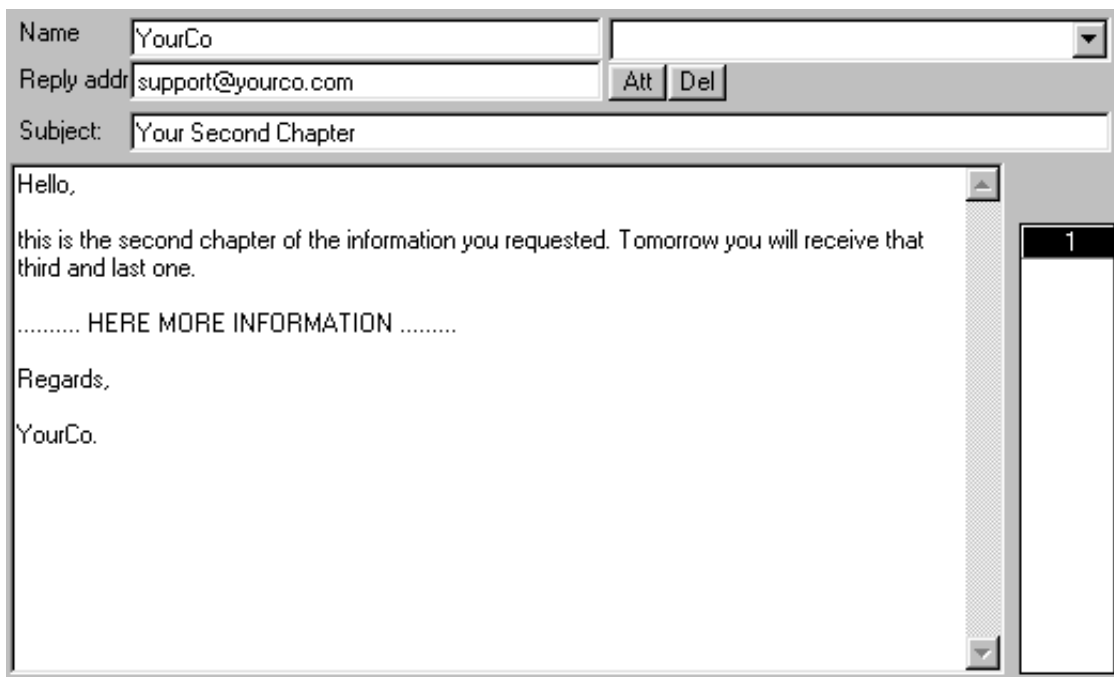
The screenshot shows a configuration window for a follow-up message. The fields are as follows:

- Name: YourCo
- Reply address: support@yourco.com
- Subject: Your first chapter
- Message body: Hello, this is the first chapter of the information you requested. HERE MORE INFORMATION Regards, YourCo.

Second follow-up

to enter the second follow-up message (PSAR will indicate this as the first follow-up to the main mailing message) click the **Follow-up** tab and click **Copy original and Add Follow-up**

You are free to change any of the details. For example see below picture



The screenshot shows a configuration window for a second follow-up message. The fields are as follows:

- Name: YourCo
- Reply address: support@yourco.com
- Subject: Your Second Chapter
- Message body: Hello, this is the second chapter of the information you requested. Tomorrow you will receive that third and last one. HERE MORE INFORMATION Regards, YourCo.

Third follow-up

To enter the third follow-up (indicated by PSAR as the second follow-up to the main mailing message simply click the **Copy original and Add Follow-up** again. Change the details like needed.

Name: YourCo

Reply address: support@yourco.com [Att] [Del]

Subject: Your third and LAST chapter

Hello,
 this is the last chapter of the information you requested.
 HERE MORE INFORMATION

Regards,
 YourCo.

1
 2

Telling PSAR to stop after sending the last follow-up

For this scenario it's not needed to send anymore email after a person has received the last follow-up. To tell PSAR NOT to start with the main message again after the last follow-up has been sent check the **Stop when last follow-up** sent option.

Stop when last follow up sent

Scheduling the mailing

As we can read from the scenario we want the mailing to go out with an interval of one day. To do that click on the **Scheduling** tab.

At what time do you want the correspondent to get his information in his inbox? You might want to send it in the morning at 7 am so that the correspondent can read his information before going to work. To do that use the + and - buttons to indicate somewhere around 8 am. Make sure that the date is set to the current day. If you set it in the future, PSAR will wait until then to start sending out the information.

First delivery Aug 02, 2000 07:59 [+] [-] [Now]

Now set the interval like below

Repeat

Repeat every 0 hours, and 1 days, and repeat 1 times

Select below option to indefinitely submit your mailing as specified in above settings. Example: setting the repeat parameter to 1 day will submit you mailing once every other day until you manually remove the mailing definition or deselect the repeat always check box.

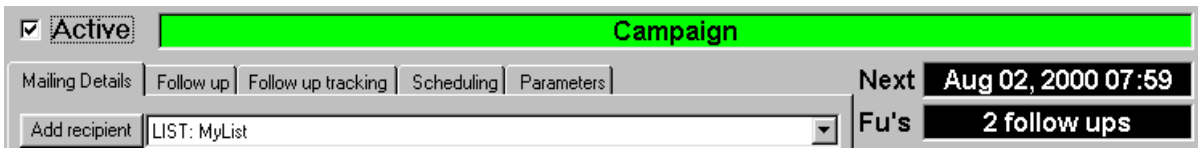
Repeat always

Note that **repeat always** is checked. This is to tell PSAR that it's a continuous mailing that should be performed each and every day. Don't jump yet. If the mailing list **MyList** is empty PSAR will not send out anything. Also if a person has received all three follow-up messages, PSAR will mark that person and won't send out the mailing to that person anymore.

Activating the mailing

Last thing to do is to tell PSAR that this mailing can be active.

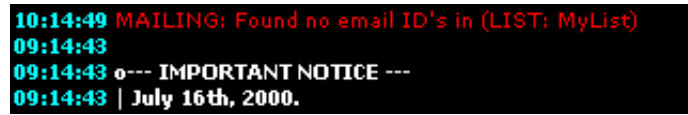
To do that check the **Active** check box.



You will notice that the title bar turns green (unless you specified a date and time in the future). This tells us that the mailing will go out on August 2, 2000 at 07:59 to all people in the mailing list **MyList**. You also see that there are 2 follow-up to the main mailing messages (so in total three messages)

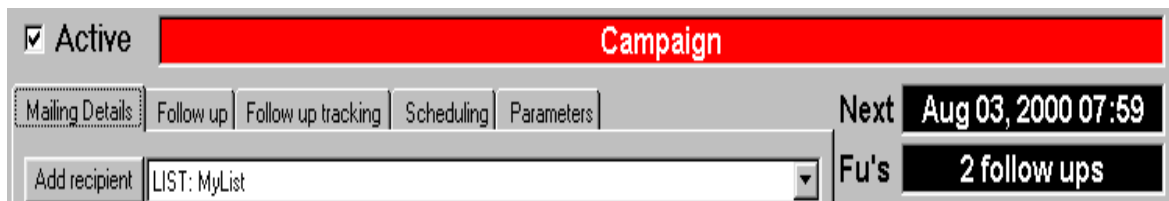
Click the [**Done**] button.

The first time PSAR runs another cycle you will notice following



This tells us that PSAR has submitted our mailing but that there were no email id's in the mailing list MyList. Which of course is correct.

If you return to the mailings panel you will see following



Notice the **Next** field. It tells us that the next submission will be on August 3. That's exactly one day later. If in the mean time someone request information he will get his first chapter on August 3, 2000 at 07:59 am.

Below is an example on how things might go

Campaign Submission	Subscribing user	User 1	User 2
Aug 3			
Aug 4			
Aug 5	User 1 subscribes	Confirmation message	
Aug 6		First chapter	
Aug 7	User 2 subscribes	Second chapter	Confirmation message
Aug 8		Third Chapter	First Chapter
Aug 9			Second Chapter
Aug 10			Third Chapter
Aug 11			
Aug 12			

As you can see from the table above PSAR treats every subscribing user separately.

Tracking

If you want to see which user has got what chapter go to the mailing panel, select your mailing and click on the **Follow-up Tracking** tab. There you will see which users have received what follow-up. If the background of the email id is black it means that they have received the last followup and will no longer receive anymore messages out of this campaign. You can manually stop sending further follow-ups to a specific user by simply ticking the stop field in his record.

Merging Database fields and email headers into replies and mailings

This quick reference gives an overview on what fields can be merged in replies and mailings.

Where	Syntax	What
Replies (filter panel)	\$subject\$	Original subject of the received message
Replies (filter panel)	\$hits\$ or \$reference\$	Current hit counter of the filter which matched the message
Replies (filter panel)	\$from\$ or \$email\$	Original originator (email account) of the message
Replies (filter panel)	\$name\$	Original name of the originator of the message
Replies (filter panel)	\$to\$	Original destination of the message
Replies (filter panel)	[fieldname] or \$X\$ where X is the sequence number of the field (e.g. \$3\$)	Respective field of the form handler database identified in the forwarding and actions list
Mailings and follow ups	\$X\$ where X is the sequence number of the field. (Note: the date field is not counted)	Respective field of the form handler database specified in the recipients list.

How to create a form handler and use the data in your reply

[\[Index\]](#)

[\[Home\]](#)

Introduction

This step by step guide will show you an example on how to create a form handler and use the data from the form in your reply. Following scenario will be implemented:

1. Someone fills out a form on your website
2. We will store the data from the form in a database
3. We will send that same person a message (reply) telling him that we have received his data.

Step 1 - The form mailer

This is not the place to explain about web form mailers. To setup a form mailer on your website please check the internet.

We will assume that you've already got your form mailer setup on your website. Following could be an example of such a message originating from your form mailer.



The image shows a screenshot of an email client window. The header fields are as follows:

- To: support@autoreplying.com
- Cc: (empty)
- Subject: PSAR Beta download

The body of the email contains the following text:

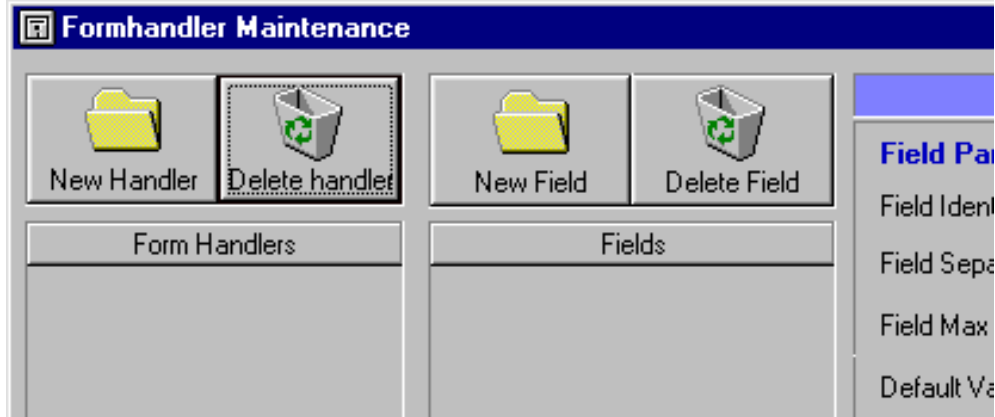
name: John Doe
email: johndoe@home.com
where: found it on the internet

Step 2 - Create the form handler database

First thing to do is to create a new form handler database to store all data we receive from our form mailer.



Click the [**Frm Edit**] button. This will bring up following panel.

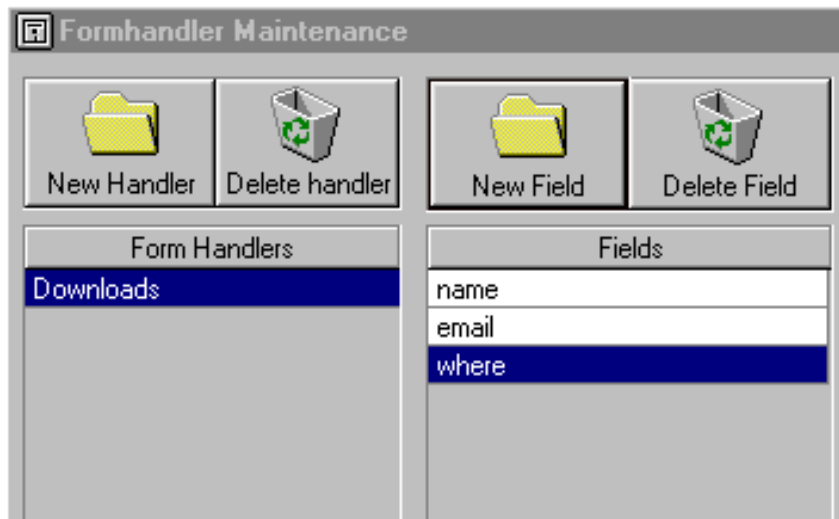


On this panel click [**New handler**] and enter a name for your new form handler database. For this example we will call it **Downloads**

At this point we have an empty database with no fields in it. Next thing to do is to define the fields we will use. These are the fields that appear in the mail we receive from our web form mailer.

Click the [**New Field**] button and enter the name of the first field. in our example the first field is called **name**

Repeat above for all three fields. You will end up with following



We don't care about the parameters and accept all defaults. Most form mailers will work with the defaults.

Our form handler has been created. Now close the **Maintenance panel**

Step 3 - The filter

PSAR will not do anything without a filter. We will define a filter that does following

- Match the message from the web form mailer
- Store the data into our form handler database
- Send a reply containing details of the data



Click the [**Filters**] button. This will bring up the filter panel.



Click the [**New**] button and enter a name for this new filter. For this example we will choose **Download Filter**

Matching the message

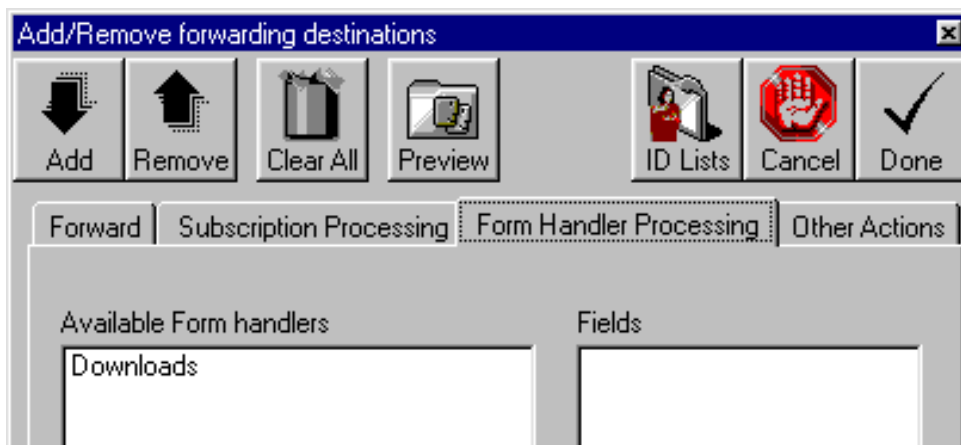
We will tell PSAR to match the message using part of the subject line. In our example that is **PSAR Beta download** so we will enter exactly that in the **to contains** field.

Storing the data

On the filter panel click the [**Forwarding and Actions**] button. This will bring up following panel.

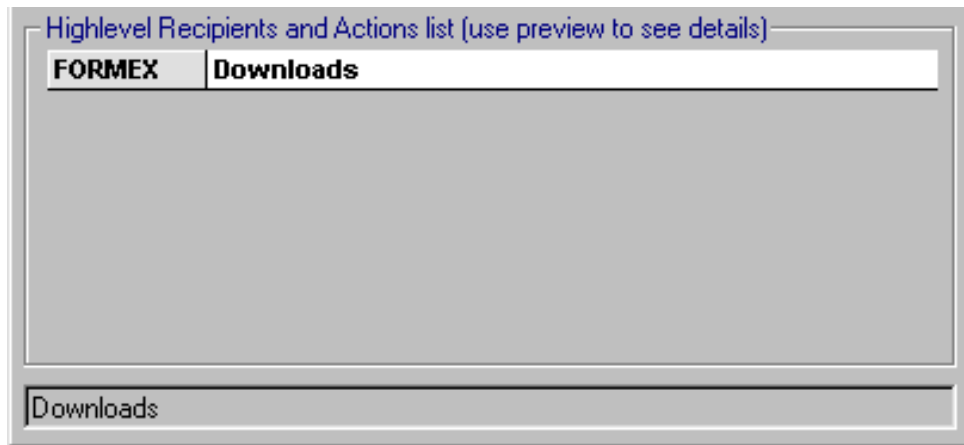


Click the [**Form handler Processing**] tab



Notice that the **Available Form handlers** box is already listing the form handler we defined before.

Double click on the word **Downloads** in that list. This will put this form handler on the list of actions to be executed. See below picture



Notice the word **FORMEX**. This means form extraction using the **Downloads** form handler.

As we won't perform any other actions we will close this panel by clicking on the **[Done]** button.

The reply

At last we need to tell PSAR how our reply has to look like. For this example let's assume that the reply has to look like



To accomplish this enter the data like in below picture

Reply Settings

Name Address

Subject

Hi [name],

thank you for your download.

your email address [email]

you found PSAR here: [where]

Regards.

Forwarding and Actions **FORMEX: Downloads**

[name], [email], [where] will be replaced with the respective data fields.

That's all. Now close the filter panel by clicking on the **[done]** button.