Introducing AT&T Global Messaging Services

AT&T Global Messaging Services are inter-enterprise e-mail services that simplify electronic communication between businesses, and make it easy for users to exchange e-mail with virtually anyone anywhere. The services support direct mailing between different LAN-based mail platforms, such as cc:Mail, Lotus Notes, Microsoft Mail, and Microsoft Exchange. Communication across differing e-mail systems is also supported, allowing Global Messaging users to correspond with Internet, X.400, and AT&T mail exchange users.

This reference card explains how to use AT&T Global Messaging Services in conjunction with Lotus Notes. Before you can use this service, you need the following:

- A licensed copy of Lotus Notes, release 4.1 or higher, on your system.
- LAN access to your local Notes server.
- Registration as a user of AT&T Global Messaging Services. Contact your administrator for registration.

Your new e-mail addresses

Once your user registration is completed, your administrator will supply you with the following four e-mail addresses, each formatted for direct communication with a particular type of e-mail system:

**Internet address:**
localname@domain
Example: john_doe@yourcompany.com

**X.400 address:**
C=country;A=IBMX400;P=EMAIL;G=givenname;S=surname;O=organization;OU=organizational unit
Example: C=US;A=IBMX400;P=EMAIL;G=John;S=Doe;O=sales;OU=moon;OU=dark side
Note that up to four organizational units (OUs) may be specified.

**AT&T mail exchange Inter-Enterprise address:**
IEA at IBMMAIL /IEA@IBMMAIL
Example: US1AG001@IBMMAIL

Sending e-mail

To simplify sending e-mail to any destination, the service provides several address formats. Use the format of the address that is available to you. In most cases, your business partners will have an Internet or X.400 address you can use, typically printed on their business cards.

To send mail with the service, simply add to any e-mail address the appropriate Notes domain name (for example, “@INTERNET”). This will be used by the service to properly route your e-mail. Type the recipient’s e-mail address directly
into the To: or cc: fields, or insert it using any Lotus Notes address book. Make sure to add “@” and the domain name corresponding to the address format. The completed address will look like one of the following:

**Internet address:**
To: localname@domain@INTERNET

**X.400 address:**
To: G=givename;S=surname;O=organization; OU=organizational unit...@X400

**AT&T mail exchange address:**
To: IEA@IBMMAIL

**NOTE:** IEA addresses are used for interenterprise communication by legacy systems. Every AT&T mail exchange user has a unique 8 letter IEA in the form cceeeuuu, where cc is the country code, eee identifies the administrative group, and uuu identifies the user.

**Receiving e-mail**
Similarly, when you receive mail via the Global Messaging service, the From: field displays the sender’s address with an additional domain name corresponding to the address format used, as follows:

**Internet:**
From: localname@domain@INTERNET

**X.400:**
From: G=givename;S=surname;O=organization; OU=organizational unit...@X400

**AT&T mail exchange:**
From: IEA@IBMMAIL

**NOTE:** Because the sender’s address is automatically converted for use with the service, you can store them without modification directly in your address book or send an immediate reply.

**Supported features of Lotus Notes**
Several of the special features of Lotus Notes are supported by the service, with certain limitations on mail sent to users of differing mail systems.

**Attachments**
Attachments can be sent to any address with the service. On arrival, an attachment always appears at the bottom of a note, with a place marker inserted into the note to indicate where the attachment was originally inserted.

Long attachment filenames are shortened to the standard DOS 8+3 format (for example, veryimportant.doc becomes veryimpo.doc).

**NOTE:** When sending to an AT&T mail exchange destination, attached binary files are sent as separate messages, with a cover note added to the initial e-mail message. Text attachments are inserted at the end of the e-mail message.

**Acknowledgments**
Lotus Notes has two kinds of acknowledgments: delivery reports and receipt reports. Both are supported by the service when sending to recipients on LAN or X.400 e-mail systems that support acknowledgments. Note that a request for a receipt report sent to an MS Mail or cc:Mail user generates a report of delivery.

You will get delivery reports but not receipt reports for mail sent to AT&T mail exchange and Internet addresses. Because the Internet does not support delivery notification, a delivery report for mail sent to an Internet address only indicates that the mail item was accepted by the Internet gateway.

**File size limitations**
The maximum size of a mail item sent using the service is 10 megabytes. This size limit applies to files sent between LAN systems as well as to or from AT&T mail exchange. Due to MIME encoding, the effective size limit of mail items exchanged with the Internet is 7.5 megabytes.

The text portion of a note sent to an MS Mail user is limited by the MS Mail platform to 21 kilobytes.

**Unsupported features**
The following features of Lotus Notes are currently not supported when sending mail to anyone via the service:

- Rich text formatting, such as boldface, italics, variable font sizes, colors, and styles
- Encryption of outgoing or incoming mail items
- Embedded files or images, including mood stamps
- Signing
- BCC (blind carbon copy) is only supported when exchanging mail between Lotus Notes and cc:Mail users. In all other cases, names in the BCC field are treated as CC (carbon copy) recipients.

**Security Guidelines**
The AT&T Global Messaging Service provides security advantages over the use of an Internet provider for e-mail services. However, when receiving mail it is still wise to take precautions. To avoid contamination of your system by any viruses that might be sent to you via e-mail:
• Use virus detection software to scan any attachments you receive.
• Take extra precautions before running executable files (files with .com, .bat, or .exe extensions). Document files may also contain macro viruses that are triggered when the document is loaded into your word processor.
• Pay particular attention to attachments sent to you by anyone you do not know or with whom you do not have an established business relationship.

For Further Information
Customers can use the INFORM facility to obtain further information on the AT&T Global Messaging Service. INFORM also provides regularly updated information on all new developments and offerings of the service.

To obtain a list of available documents, send the following e-mail request:

To: INFORM at IBMMAIL
/GET MENU