

Aid4Mail User Manual

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Aid4Mail

Convert, Migrate, Filter, and Archive all your Email

by Fookes Holding Ltd

Aid4Mail™ is a groundbreaking email conversion and migration tool, which supports over 30 mail clients and mailbox formats including Office Outlook, Microsoft Exchange, Windows Live Mail, Thunderbird, and Eudora. It can filter mail by date range, header content, and in the Forensic and Enterprise versions, by message body content. Mail folders and files can be processed even when disconnected from their email client including those stored on CD, DVD, and USB drives.

Aid4Mail retains more information during conversion than any of its competitors, including the native import and export features of most email applications. Formatting, sender/recipient and other header details, attachments, embedded contents, and message status are converted with unmatched fidelity. This capability is crucial to large-scale migrations and for those involved in forensic and other eDiscovery investigations.

Aid4Mail

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1 General Information

1.1 Introduction

Aid4Mail™ is a groundbreaking email conversion and migration tool, which supports over 30 mail clients and mailbox formats including Office Outlook®, Microsoft Exchange, Windows Live™ Mail, Thunderbird, and Eudora (see the [Supported Mail Formats](#) page for a full list). It can filter mail by date range, header content, and in the Forensic and Enterprise versions, by message body content. Mail folders and files can be processed even when disconnected from their email client including those stored on CD, DVD, and USB drives.

See the [Key Features](#) topic for a summary of Aid4Mail's main features.

Unmatched Fidelity

Aid4Mail retains more information during conversion than any of its competitors, including the native import and export features of most email applications. Formatting, sender/recipient and other header details, attachments, embedded contents, and message status are converted with unmatched fidelity. This capability is crucial to large-scale migrations and for those involved in forensic and other eDiscovery investigations.

Who Uses Aid4Mail?

Our clients range from home users to Fortune 500 corporations, government and law enforcement agencies, intelligence and military organizations, leading law and eDiscovery firms, educational and scientific institutions, and international organizations throughout the world.

User-Friendly and Fast

Aid4Mail offers a modern and user-friendly interface, with fast mail processing to save time and ultimately cut costs. Its comprehensive documentation fully covers all the software features.

"In our testing, even with large mail files Aid4Mail produced problem-free exports in a few seconds."
Reprinted from PC Magazine (USA) with permission.

Why Choose Aid4Mail Over a Competing Product?

Email conversion is a complex task with many pitfalls and no product is perfect. However Aid4Mail consistently produces more accurate results than any of its closest competitors, notably when importing or exporting from Outlook, Exchange, PST and MSG files. You cannot afford to lose important email data during large-scale migrations or forensic investigations. If you value the integrity of your data, [try Aid4Mail for free](#) and carefully compare its output with any competing solution.

If you are planning large-scale mail migrations, Aid4Mail Enterprise is the ideal solution to save time and cut costs. There is no need to install Aid4Mail Enterprise on an end-user's computer; simply place it on a USB key (thumb drive) or on your network server. Use the included [Aid4Mail Console](#) version to automate the migration process through a batch file or other script.

Email Archiving

Aid4Mail offers powerful archiving features which store your email in non-proprietary formats. This means that you'll always be able to get it back again. Badly managed email archives present a tempting target for litigators and regulators, and can cause loss of valuable business information. Proprietary email archives risk becoming obsolete long before the retention period is up. See our [Archiving Email](#) page for more information.

Supported Mail Formats

Aid4Mail supports many email applications including all 32-bit versions of Office Outlook for Windows® (except [Aid4Mail Standard](#)), Outlook Express, Windows Mail, Windows Live Mail, Eudora, Mozilla Mail and Thunderbird, Netscape Messenger, The Bat!, Pegasus Mail, PocoMail, Barca, Opera Mail, Forte Agent, Calypso, Courier, PMMail, FoxMail, EML message files, Mac OS X Mail (or Mail.app, or Apple Mail) EMLX files, maildir folders, and generic mailboxes based on the mbox format (mbox, Entourage® MBOX, Berkeley mail, BSD mail, Unix mail format).

For a full list of Aid4Mail's supported formats, see the [Supported Mail Formats](#) page.

Aid4Mail Versions

There are several commercial [versions of Aid4Mail](#): Standard, Professional, Forensic, and Enterprise. Each has a variety of licensing options including multi-user and/or site licenses. A [Win32-console version](#) of Aid4Mail, which can run from batch files and other applications, is also distributed with certain licenses. See the Aid4Mail [comparison chart](#) for details on the main differences between each version.

Fookes Software also has another email product, [Mailbag Assistant](#), which you can use to view and organize messages.

Testimonial

"We work with over 1TB [one terabyte] of email per month and your Aid4Mail product has shown to be an integral part of our toolset for dealing with these volumes of email. We are very impressed with your commitment to your products and appreciate the strong customer support."

-- Jason Rappoport, Capsicum Group, LLC.

Note

In this documentation the names *Office Outlook*, *Microsoft Outlook*, *MS Outlook*, and *Outlook* all refer to the same mail client software. However, Outlook Express is a completely different mail program and should not be confused with Outlook.

1.2 Key Features

Aid4Mail contains the following key features, listed by [version](#).

All versions

- Fast mail conversion, with greater fidelity than competing solutions.
- User-friendly wizard interface, designed with [accessibility](#) in mind.
- Many useful and unique export options.
- Supports most popular mail formats. See the [Supported Mail Formats](#) page for a list of these.
- Processes mail folders and files from any drive, even off a CD-ROM, DVD, or USB key (thumb drive).
- Merges mailbox files into a single one, or splits a large mailbox into smaller ones.
- Handles huge mailbox files – tested on 18 GB mbox files.
- Handles huge email messages – tested on a 270 MB email message.
- Correctly exports email with attachments, embedded contents, and status information.
- Easily extracts file attachments, embedded contents, and email addresses.

- Rebuilds Eudora, PocoMail, Calypso, and Courier archive messages back to standard [MIME](#) format.
- Strips attachments from messages and even save emails in plain text format.
- Option to filter out duplicate emails.

Professional, Forensic, Enterprise, and Console versions only

- Imports/exports 32-bit Office Outlook mail: PST files, MSG files, and MAPI profiles. (Note that the [standalone MAPI](#) or Outlook for Windows must be installed – either the full version or a [free trial version](#).)
- Filters messages by date range and/or by matching text in the mail header.
- Exports mail to MHT format for viewing in Internet Explorer.
- Exports mail details to tab-delimited file for import into a database.
- Creates highly compressed mail archives in standard ZIP files (see the [Archiving Email](#) page for more information.)

Forensic, Enterprise, and Console versions only

- Searches messages by content in both email header and message body.
- Processes unpurged email from most mail clients (except Office Outlook.)
- Restores unpurged email during export operation.
- Offline activation option (the Enterprise version does not require activation at all.)
- Enterprise version only

Enterprise version only

- Does not require product activation.
- Comes with Aid4Mail Console (see below for Console features.)
- Supports multiple users (see the [License Agreement](#) for more information.)
- Runs from a USB key (thumb drive), speeding up migration when going from one desktop computer to the next.

Console version only

Note that Aid4Mail Console is only distributed with Aid4Mail Enterprise, and the Customer-Service License of Aid4Mail Professional, and cannot be purchased separately.

- Runs from batch files, scripts, the Windows Start/Run dialog, and any application that can execute other programs.
- Processes more than one PST file unattended.

1.3 System Requirements

Aid4Mail has the following minimum requirements:

- Windows® 95/98/2000/2003/NT4/ME/XP/Vista/Windows 7 (32 and 64-bit)
- 64 MB of RAM, 3 MB of free disk space
- Pentium or other compatible processor

Aid4Mail will run on Intel-based Macs that are running Windows or [Wine](#), and on PowerPC Macs using [Virtual PC](#). It will also run on UNIX/Linux systems with Wine. However, we do recommend that you try Aid4Mail first before purchasing a license to ensure that it is compatible with your computer system and that it satisfies your requirements.

Aid4Mail requires either 32-bit Office Outlook or an Exchange Server MAPI client to process messages from/to Outlook PST and MSG files, and MAPI profiles; you can use the free [standalone version of MAPI](#) or a free [60-day trial version](#) of Outlook if you don't have a license. Note that the free [standalone version of MAPI](#) does not support [Unicode PST](#) files. There may be some compatibility issues with Outlook 97. If you have Outlook 98/2000 installed in Internet Mail Only (IMO) mode, then only the default MAPI profile can be processed; you will have to re-install Microsoft Outlook in [Corporate/ WorkGroup mode](#) to handle PST and MSG files.

Aid4Mail Standard **does not** include support for Outlook MSG and PST files, nor for MAPI profiles. Aid4Mail 1.x **does not** support the 64-bit version of Office Outlook.

After you purchase an Aid4Mail Standard, Professional, or Forensic license, you will need to [activate](#) your copy of the software. This simple procedure requires an Internet connection and usually takes just a few seconds. Aid4Mail Forensic offers an option for offline activation.

1.4 Installation

Please read the [System Requirements](#) before installing Aid4Mail.

To install Aid4Mail, just execute the Setup program (Setup.exe or a similar name) and follow the instructions. If you have purchased a license and received an activation code, start the Aid4Mail program, click on the Software button, select Activate Product from the drop-down menu, and then enter your code in the dialog box. Note that [product activation](#) requires an Internet connection. Please read the [Trial Mode](#) topic to see what limitations you will encounter during the evaluation period.

If you are a system administrator, see the topic [Setup Command-Line Parameters](#) for details on controlling the Aid4Mail Setup process. See also the [Setup Exit Codes](#) topic.

If Aid4Mail fails to run when you launch it, please scan your computer for viruses. Aid4Mail will not run if it becomes infected by a virus or if it detects attempts to infect it. If you are sure that your computer has no viruses and Aid4Mail still doesn't run, please [contact us](#) so that we can help you resolve the issue.

Anti-Virus Warnings

Unfortunately, certain anti-virus products – especially those using proactive protection – frequently generate false positives when scanning programs. In other words, they think a file contains a virus or other malware when there is none. You may experience this issue with our products too.

All our products are uploaded to the Internet virus-free. Aid4Mail was scanned by 38 different anti-virus products and all showed it to be clean. If you have downloaded the software from our website, our online store, or a reputable software repository, then you can be confident it did not come with a virus. However, a virus on your computer may have infected our software after installation. If you are sure your computer has no virus, then any warning you are getting on our software is probably a [false positive](#).

If you encounter a false positive, make sure you inform the company of your anti-virus product so they can fix the issue in their next maintenance release. Until the issue is fixed, you may be able to white-list the software that is affected by the false positive, or turn off proactive protection in your anti-virus product.

You can read more about false positives here:
<http://www.viruslist.com/en/glossary?glossid=153654932>

And here is an article about a well-known false positive that caused loss of valuable data for many users:

<http://www.realtechnews.com/posts/2802>

1.4.1 Setup Command-Line Parameters

The Setup program used for installing Aid4Mail accepts optional command line parameters. These can be useful to system administrators, and to other programs calling the Setup program.

/SP-

Disables the "This will install... Do you wish to continue?" prompt at the beginning of Setup.

/SILENT, /VERYSILENT

Instructs Setup to be silent or very silent. When Setup is silent the wizard and the background window are not displayed but the installation progress window is. When a setup is very silent this installation progress window is not displayed. Everything else is normal so for example error messages during installation are displayed and the startup prompt is (if you haven't disabled it with the '/SP-' command line option explained above.)

If a restart is necessary and the '/NORESTART' command isn't used (see below) and Setup is silent, it will display a "Reboot now?" message box. If it's very silent it will reboot without asking.

/SUPPRESSMSGBOXES

Instructs Setup to suppress message boxes. Only has an effect when combined with '/SILENT' and '/VERYSILENT'.

The default response in situations where there's a choice is:

- Yes in a 'Keep newer file?' situation.
- No in a 'File exists, confirm overwrite.' situation.
- Abort in Abort/Retry situations.
- Cancel in Retry/Cancel situations.
- Yes (=continue) in a DiskSpaceWarning/DirExists/DirDoesntExist/NoUninstallWarning/ExitSetupMessage/ConfirmUninstall situation.
- Yes (=restart) in a FinishedRestartMessage/UninstalledAndNeedsRestart situation.

5 message boxes are not suppressible:

- The About Setup message box.
- The Exit Setup? message box.
- The FileNotInDir2 message box displayed when Setup requires a new disk to be inserted and the disk was not found.
- Any (error) message box displayed before Setup (or Uninstall) could read the command line parameters.
- Any message box displayed by [Code] support function MsgBox.

/LOG

Causes Setup to create a log file in the user's TEMP directory detailing file installation and execution actions taken during the installation process. This can be a helpful debugging aid. For example, if you suspect a file isn't being replaced when you believe it should be (or vice versa), the log file will tell you if the file was really skipped, and why.

The log file is created with a unique name based on the current date. (It will not overwrite or append to existing files.)

The information contained in the log file is technical in nature and therefore not intended to be understandable by end users. Nor is it designed to be machine-parseable; the format of the file is subject to change without notice.

/LOG="filename"

Same as /LOG, except it allows you to specify a fixed path/filename to use for the log file. If a file with

the specified name already exists it will be overwritten. If the file cannot be created, Setup will abort with an error message.

/NOCANCEL

Prevents the user from cancelling during the installation process, by disabling the Cancel button and ignoring clicks on the close button. Useful along with '/SILENT' or '/VERYSILENT'.

/NORESTART

Instructs Setup not to reboot even if it's necessary.

/RESTARTEXITCODE=exit code

Specifies the custom exit code that Setup is to return when a restart is needed. Useful along with '/NORESTART'. Also see [Setup Exit Codes](#).

/LOADINF="filename"

Instructs Setup to load the settings from the specified file after having checked the command line. This file can be prepared using the '/SAVEINF=' command as explained below.

Do not forget to use quotes if the filename contains spaces.

/SAVEINF="filename"

Instructs Setup to save installation settings to the specified file. Do not forget to use quotes if the filename contains spaces.

/DIR="x:\dirname"

Overrides the default directory name displayed on the Select Destination Location wizard page. A fully qualified pathname must be specified.

/GROUP="folder name"

Overrides the default folder name displayed on the Select Start Menu Folder wizard page.

/NOICONS

Instructs Setup to initially check the Don't create any icons check box on the Select Start Menu Folder wizard page.

/COMPONENTS="comma separated list of component names"

Overrides the default components settings. Using this command line parameter causes Setup to automatically select a custom type.

/TASKS="comma separated list of task names"

Specifies a list of tasks that should be initially selected or deselected. To deselect a task, prefix its name with a "!" character.

Only the specified tasks (and their children) will be selected; the rest will be deselected. Use the /MERGETASKS parameter instead if you want to keep the default set of tasks and only select/deselect some of them.

Examples:

Deselect all tasks, then select the "desktopicon" and "fileassoc" tasks:

```
/TASKS="desktopicon,fileassoc"
```

Deselect all tasks, then select a parent task item, but exclude one of its children:

```
/TASKS="parent,!parent\child"
```

/MERGETASKS="comma separated list of task names"

Like the /TASKS parameter, except the specified tasks will be merged with the set of tasks that would have otherwise been selected by default.

If UsePreviousTasks is set to yes, the specified tasks will be selected/deselected after any previous tasks are restored.

Examples:

Keep the default set of selected tasks, but additionally select the "desktopicon" and "fileassoc" tasks:
/MERGETASKS="desktopicon,fileassoc"

Keep the default set of selected tasks, but deselect the "desktopicon" task:
/MERGETASKS="!desktopicon"

1.4.2 Setup Exit Codes

The Aid4Mail Setup program may return one of the following exit codes:

- 0 Setup was successfully run to completion.
- 1 Setup failed to initialize.
- 2 The user clicked Cancel in the wizard before the actual installation started, or chose "No" on the opening "This will install..." message box.
- 3 A fatal error occurred while preparing to move to the next installation phase (for example, from displaying the pre-installation wizard pages to the actual installation process). This should never happen except under the most unusual of circumstances, such as running out of memory or Windows resources.
- 4 A fatal error occurred during the actual installation process.
Note: Errors that cause an Abort-Retry-Ignore box to be displayed are not fatal errors. If the user chooses Abort at such a message box, exit code 5 will be returned.
- 5 The user clicked Cancel during the actual installation process, or chose Abort at an Abort-Retry-Ignore box.
- 6 The Setup process was forcefully terminated by the debugger (Run | Terminate was used in the IDE).

Before returning an exit code of 1, 3, or 4, an error message explaining the problem will normally be displayed.

Future versions of the Aid4Mail Setup program may return additional exit codes, so applications checking the exit code should be programmed to handle unexpected exit codes gracefully. Any non-zero exit code indicates that Setup was not run to completion.

1.4.3 Uninstall

You can uninstall Aid4Mail by using the Control Panel's Add/Remove Programs dialog box or the Uninstall Aid4Mail shortcut in the Start menu. Unless mentioned otherwise, there is no need to uninstall your Aid4Mail copy when you upgrade to a newer version.

Uninstaller Command-Line Parameters

The uninstaller program (unins???.exe) accepts optional command line parameters. These can be useful to system administrators, and to other programs calling the uninstaller program.

/SILENT, /VERYSILENT

When specified, the uninstaller will not ask the user for startup confirmation or display a message stating that uninstall is complete. Shared files that are no longer in use are deleted automatically without prompting. Any critical error messages will still be shown on the screen. When '/VERYSILENT' is specified, the uninstallation progress window is not displayed.

If a restart is necessary and the '/NORESTART' command isn't used (see below) and '/VERYSILENT' is specified, the uninstaller will reboot without asking.

/SUPPRESSMSGBOXES

Instructs the uninstaller to suppress message boxes. Only has an effect when combined with '/SILENT' and '/VERYSILENT'. See '/SUPPRESSMSGBOXES' under Setup Command Line Parameters for more details.

/LOG

Causes Uninstall to create a log file in the user's TEMP directory detailing file uninstallation and [UninstallRun] actions taken during the uninstallation process. This can be a helpful debugging aid. The log file is created with a unique name based on the current date. (It will not overwrite or append to existing files.) Currently, it is not possible to customize the filename.

The information contained in the log file is technical in nature and therefore not intended to be understandable by end users. Nor is it designed to be machine-parseable; the format of the file is subject to change without notice.

/NORESTART

Instructs the uninstaller not to reboot even if it's necessary.

1.5 Aid4Mail Versions

Aid4Mail is available in several versions, which are listed below:

Aid4Mail Standard

Aid4Mail Standard provides an economical solution for the needs of most home users but lacks some of the more advanced features of the other versions, such as support for Office Outlook, databases, and compressed mail archives (see the [Comparison Chart](#) for more details).

Licensing options:

- Single-User License for One Computer (1 activation code)
- Single-User License for up to Three Computers (3 activation codes for 1 person)
- 10-user Site License (10 activation codes)

Aid4Mail Standard requires [Product activation](#).

Aid4Mail Professional

Aid4Mail Professional contains all the features of the Standard version, with additional functionality aimed at business or power users. It supports 32-bit Office Outlook for Windows and Windows Messaging/Exchange clients, and includes import and export capabilities for MAPI profiles, PST databases, and MSG files. The Professional version is also able to filter messages by date, and by text in the email header, and can export mail for viewing in Internet Explorer, MS Excel, and most databases.

Aid4Mail Professional includes [powerful email archiving](#) features, sending mail to a highly compressed ZIP file. Attachments are extracted, with duplicates removed, and saved in a separate folder inside the ZIP archive. This provides easy access to them without the need for a special utility. Messages are stored in the non-proprietary mbox format, again within the ZIP file, allowing them to be read with any text editor and with most email clients. This guarantees compatibility with future systems. Aid4Mail Professional can also re-convert these ZIP archives to any other supported target format.

Licensing options:

- Single-User License for One Computer (1 activation code)
- Single-User License for up to Three Computers (3 activation codes for 1 person)
- 10-user Site License (10 activation codes)
- Customer-Service License (1 activation code and includes Aid4Mail Console)

Aid4Mail Professional requires [Product activation](#).

Aid4Mail Forensic

Aid4Mail Forensic is used to perform investigations and solve litigation cases worldwide by government agencies, police forces, secret services, international law firms, and many Fortune 500 corporations. Aid4Mail Forensic contains all the features of the Professional version, with additional functionality for forensic examination and e-discovery. It is able to process unpurged email from most mail clients (except Office Outlook) and to restore unpurged email during exportation. It also extends filtering capabilities to include both the email header and message body.

1. Law enforcement licensing options:

May be used to process mail belonging to any number of people under investigation, but not as part of a service for clients or other external sources.

- Forensic-Examination License (1 activation code)
- See also the Enterprise Forensic-Examination License for Aid4Mail Enterprise, below.

2. eDiscovery services licensing option:

May be used as part of an eDiscovery service to paying clients.

- Customer-Service License (1 activation code and includes Aid4Mail Console)

3. Non-forensic licensing option:

May be used to process mail belonging to one recipient with access to all forensic features, but not for investigation purposes.

- Single-User License for One Computer (1 activation code)

Aid4Mail Forensic requires [Product activation](#). Offline activation is available upon request to customers who need to work on a computer that has no, or restricted, internet access.

Aid4Mail Enterprise

Aid4Mail Enterprise contains all the features of the Forensic version but does not require product activation. Program execution and email processing is also slightly faster than the other versions of Aid4Mail. All licensing options include Aid4Mail Console, and cover installation on computers owned by a company/institution/organization within a radius of 10 miles (16 km) as well as on staff computers used for office work (e.g. travel laptop and home computer).

Note that you can run Aid4Mail Enterprise (GUI) in [Forensic mode](#) by using the /F [command-line parameter](#).

Licensing options:

- Enterprise Site License
- Enterprise Extended Site License
- Enterprise Forensic-Examination License

Aid4Mail Console

Aid4Mail Console is a Win32-console version of Aid4Mail that is distributed with Aid4Mail Enterprise, and the [Customer-service license](#) of Aid4Mail Professional. It cannot be purchased on its own. Aid4Mail Console can be run from batch files, the Windows Start/Run dialog, and any application that can execute other programs; all conversion options are set through [command-line switches](#). Unlike the other versions of Aid4Mail, the Console can process more than one PST file unattended. This capability is particularly useful if you need to process dozens or hundreds of PST files in a batch. See the [Aid4Mail Console](#) topic for more details.

1.6 Comparison Chart

Aid4Mail is available in several different versions. The main differences are shown in the following chart:

Aid4Mail version	Standard	Professional	Forensic	Enterprise
Process popular mail formats	Yes	Yes	Yes	Yes
Export to generic mail formats	Yes	Yes	Yes	Yes
Extract email attachments	Yes	Yes	Yes	Yes
Extract email addresses	Yes	Yes	Yes	Yes
Rebuild email to standard MIME format (1)	Yes	Yes	Yes	Yes
Strip attachments and/or rich contents from emails	Yes	Yes	Yes	Yes
Filter email by date	No	Yes	Yes	Yes
Filter email by text in header	No	Yes	Yes	Yes
Filter email by text in message body	No	No	Yes	Yes (5)
Process unpurged mail	No	No	Yes	Yes (5)
Create MHT archives	No	Yes	Yes	Yes
Create ZIP file archives	No	Yes	Yes	Yes
MS Outlook import/export (2)	No	Yes	Yes	Yes
Read and write Outlook MSG files (2)	No	Yes	Yes	Yes
Read and write PST files (2)	No	Yes	Yes	Yes
Easy database import	No	Yes	Yes	Yes
Includes Aid4Mail Console	No	No (4)	No	Yes
Requires product activation	Yes	Yes	Yes	No
Offline activation is available (3)	No	No	Yes	N/A

(1) Typically Eudora, PocoMail, and Barca mailboxes, and Calypso and Courier archives.

(2) As stated in the [System Requirements](#) section of the Specifications page, Aid4Mail requires either an Exchange Server MAPI client or Office Outlook for Windows to process messages from/to Outlook PST and MSG files, and MAPI profiles; you can use the free [standalone version of MAPI](#) or a free [60-day trial version](#) of Outlook if you don't have a license. Note that the free [standalone version of MAPI](#) does not support [Unicode PST](#) files. Note also that there may be some compatibility issues with Outlook 97.

(3) Offline activation available on request to customers of the Forensic-Examination and Customer-Service licenses who need to work on a computer that has no Internet connection or limited connectivity. Please [contact us](#) for offline activation instructions.

(4) The only license of Aid4Mail Professional to include Aid4Mail Console is the Customer-Service License (see the [License Agreement](#) for details about this license).

(5) When [Forensic mode](#) is enabled by using the /F command-line parameter.

1.7 Trial Mode

When Aid4Mail is operating in Trial mode, it offers all the features available in [Aid4Mail Professional](#), but with the following limitations:

- A trial-mode information screen is displayed for at least 8 seconds each time you start Aid4Mail.
- Processing is limited to a maximum of 50 messages per mail folder.
- When exporting to the MHT format, the limit is 10 messages per mail folder.
- A numbered trial tag is added to the subject line of processed messages.

When you purchase a license and [activate Aid4Mail](#), all the above limitations are removed. Note, however, that if you purchase an [Aid4Mail Standard](#) license, the Professional features available during trial mode (for example export and import of mail into Office Outlook) will no longer be available after activation. See the [comparison chart](#) for a list of features available in each version of Aid4Mail.

If you wish to evaluate Aid4Mail Standard instead of Aid4Mail Professional, simply start the program with the `/std` [command-line](#) switch. Here's an example of the command you can use in the Windows Run dialog box available through the Start menu:

```
Aid4Mail.exe /std
```

1.8 Product Activation

Aid4Mail Standard, Professional, and Forensic require license activation. This anti-piracy system helps protect your investment in our software and enables us to continue its development at a competitive price. The license protection and monitoring system is managed by software_DNA from softWORKZ Innovation Inc. (www.softworkz.com). This system does not collect any details about you or your computer during license activation and re-activation. You may optionally enter your email address for password retrieval if ever you lose your password.

Unlike other activation systems, software_DNA does not tie your license to your hardware when using online activation. Essentially, your license is tied to your activation code and password that you define. As a result, you will have no problem re-activating your software after reformatting your hard drive, after upgrading hardware components in your computer, login under a different user profile, and when you move your software to a new computer. However, activation and re-activation does require an Internet connection (unless you use an offline activation code).

software_DNA includes an anti-fraud system that disables activation codes in cases of credit-card chargeback or refunds. Unless you are using offline activation (see below), Aid4Mail requires an Internet connection at least once a month to verify the license status. If you haven't used Aid4Mail within that time interval, you will simply have to re-activate your license before you can use it again. When an activation code is revoked, the software remains in trial mode until a new, valid activation code is provided.

Offline Activation

Offline activation is available on request to customers of the Forensic and Customer-Service licenses who need to work on a computer that has restricted or no access to Internet. The feature is tied to the hardware signature of the offline computer. There is no charge for the first offline activation, but subsequent offline re-activations require payment of a service fee. Please [contact us](#) for offline activation instructions.

License Re-Activation

Once an activation code has been successfully activated online, it will need to be re-activated under the following conditions: Aid4Mail is accessed from a different Windows user login, or is installed and

run on another computer, or is re-installed on the same computer after a disk reformat, or was last connected to the license server more than four weeks ago. The re-activation procedure requires you to enter your activation code, your current user-defined password and a new password that you have **never used before**. If you entered your email address when you first activated, you have the option at this point to have your password sent to this address. Note that the password is CASE SENSITIVE.

software_DNA then checks online that the activation code and your password match the information on the server. If the match is unsuccessful, the re-activation fails and you must retry. The server allows a pre-defined number of tries in a certain time period. If this limit is reached, a lockout is performed and you must wait before being allowed to attempt re-activation. **The number of re-activations within a certain time period is limited too and will cause a lockout if exceeded.**

If the match is successful the software is re-activated and the new password is stored on the license server, replacing the current one.

Note that the Aid4Mail Standard and Professional licenses may only be used to process mail belonging to **one recipient**. "Recipient" means the natural person (not an entity such as a company or organization) to whom an email message is sent. If you are processing more than one person's mail account, then you will need to purchase additional activation codes – one for each end-user account. See details in the [License Agreement](#).

Proxy Settings

The "Proxy Server" is typically used to block access to the Internet by LAN users unless they are authenticated using a User Name and Password. Internet access is also blocked for the software_DNA license activation system that resides behind the "Proxy Server". In these cases, software_DNA must know the "Proxy Server" settings to work. The required information includes the server name or address, the server port number, the user name and password.

If the "Use IE proxy configuration" option is set and "Use custom proxy settings" is unchecked, software_DNA will automatically use the Proxy settings of Internet Explorer including any automatic configuration scripts (if any exist). As long as Internet Explorer has connectivity to the Internet (i.e. the Proxy settings if required are correct), then software_DNA will function properly.

You should only set the "Use custom proxy settings" option and fill-in the proxy fields if the "Use IE proxy configuration" feature doesn't work on your system.

Extract from License Agreement

Each activation code is tied to one Windows user account on one computer. An activation code may be moved from an old computer to a new one that replaces it, as long as it is not reused again on the old computer. Conditions for transferring an activation code to another user depend on the type of license purchased. See details in the [License Agreement](#).

Moving an activation code to another computer or user account requires license re-activation through an Internet connection (unless you have purchased an offline validation code for the new location). The license validation server allows a reasonable number of re-activations within a certain time period. If the activation code exceeds the re-activation quota, it enters into Lockout mode which disables further re-activations until the Lockout period expires.

Frequently Asked Questions

For answers to frequently asked questions, please see the [Product Activation FAQ](#) topic.

1.9 How to Get Program Updates

When a new Aid4Mail update is available, you will see it listed in the [News and Updates screen](#), which is available from the **Check News & Get Updates** menu command displayed when you click on the **Software** button. In some cases, the Setup file will be downloadable and installable directly from within Aid4Mail. In other cases, your browser window will open to a download page on our Web site. A single mouse click on the update item will start the download to your computer.

If you enable the **Check for news updates** setting on the [News and Updates screen](#), Aid4Mail will automatically check our Web site at regular intervals for updates and other news. No information about you or your computer will be revealed during this operation. If it detects that the news file has been updated, Aid4Mail will automatically display its contents on startup. Just click on the link to view a news item or download a program update. Note that Aid4Mail needs access to the Internet for this feature. If you use a firewall product like ZoneAlarm or Norton Personal Firewall, make sure you let the Aid4Mail.exe program file make the connection.

Usually, program updates are downloaded and installed directly from within Aid4Mail. However, be aware that some download managers may take over this download process and interfere with normal operations. When this happens, you may see a prompt from Aid4Mail asking you to click a button once the download has been completed. With other download managers, the download may fail altogether. In this case, **turn off your download manager** and try again.

We recommend that you enable the **Check for news updates** option to keep your Aid4Mail program up-to-date. However, if you prefer to check for updates manually, then use the **Update Now** button on the [News and Updates screen](#) instead. Updates up until the next major release are free for registered users. See the [Upgrade Policy](#) topic for further details.

Visit our [online FAQ](#) for more information about this feature.

1.10 Supported Mail Formats

1. Aid4Mail can read mail from:

- Extended MAPI systems:
 - ⇒ 32-bit Office Outlook for Windows (from version 97 to 2010 with full [Extended MAPI](#) support enabled)
 - ⇒ Windows Messaging / Exchange Client, etc.,
- Outlook Personal Storage files (*.pst),
- Outlook MSG files (*.msg),
- Outlook Express (versions 4, 5, and 6),
- Windows Mail (Vista mail client),
- Windows Live Mail (*.eml;*.nws),
- EML message files (*.eml),
- Mac OS X Mail (Mail.app or Apple Mail) message files (*.emlx),
- MHT Web Archive files (*.mht),
- Mozilla mailbox files (including Netscape, Thunderbird, and Eudora 8),
- Generic mailbox files (mbox, Entourage MBOX, Berkeley mail, BSD mail, Unix mail format),
- Pine mbox files (with limited "From " escaping),
- Eudora mailbox files (*.toc and *.mbx),
- Macintosh Eudora mailbox files,
- PocoMail and Barca mailbox files (*.idx, *.idb, and *.mbx),
- Opera mailbox files (*.mbs)
- Forte Agent mailbox files (*.idx),
- The Bat! mailbox files (*.msb and *.tbb),

- Pegasus mailbox files (*.pmi, *.pmm, and *.cnm),
- Calypso and Courier archive files,
- PMMail message files (*.msg),
- FoxMail mailbox files (*.box),
- maildir folders (local copies),
- Mailbag Assistant mailbox files (*.mbg),
- E-mail Examiner mailbox files (*.pmx),
- and Aid4Mail ZIP archives (*.zip).

Note that Aid4Mail currently does not retrieve email from remote IMAP servers except when you import a MAPI profile or PST file that is configured to display such messages. See the [General Aid4Mail FAQ](#) topic for information on how to do this.

2. Aid4Mail can convert/export mail to:

- Outlook Personal Storage files (*.pst),
- Outlook MSG files (*.msg) – only if source is Extended MAPI mail,
- Windows Mail (Vista mail client),
- Windows Live Mail,
- EML message files (*.eml),
- MHT Web Archive files (*.mht) - linked from an HTML index page or an MS Excel Workbook file,
- MHT files with tab-delimited data file for import into a database,
- Mozilla mailbox files (including Netscape and Thunderbird),
- Generic mailbox files, (mbox, Entourage MBOX, Berkeley mail, BSD mail, Unix mail format),
- PocoMail and Barca mailbox files (*.mbx),
- and Aid4Mail ZIP archives (*.zip).

Note that Aid4Mail currently does not offer tools to convert address books from one format to another.

If you need to process messages from/to PST and Outlook MSG files, as well as MAPI profiles, then Aid4Mail requires 32-bit Office Outlook or an Exchange Server MAPI client. If necessary, you can download and install the free [standalone version of MAPI](#) or a free [60-day trial version](#) of Outlook from Microsoft's Web site. Note that the free [standalone version of MAPI](#) does not support [Unicode PST](#) files. There may be some incompatibility issues with Outlook 97. If you have Outlook 98/2000 installed in Internet Mail Only (IMO) mode, then only the default MAPI profile can be processed; you will have to re-install Microsoft Outlook in [Corporate/ WorkGroup mode](#) to handle PST and MSG files. Note that PST files from Outlook 8.x for Mac are not supported.

Note also that Aid4Mail cannot process encrypted The Bat! mail files. In this case, you will first have to export your messages with The Bat! to a Generic mailbox format, which Aid4Mail can then process to any of the supported formats.

Important:

[Aid4Mail Standard](#) does not support Extended MAPI, PST, MHT, ZIP, and Microsoft Outlook MSG files. See the [comparison chart](#) for the differences between Aid4Mail Standard, Professional, and Enterprise.

1.11 Information About Mail Formats

1. Extended MAPI (including PST and Outlook Msg files)

This format option is only available on computers that have a working version of 32-bit Office Outlook for Windows, Microsoft Exchange, or another fully compatible MAPI client. [Extended MAPI](#) is a very complex programming interface, which may fail to work if it is not correctly installed. The MAPI

subsystem installed in the *Internet Mail Only* mode (IMO; Outlook 98/2000) is a stub that provides minimal MAPI support for the basic functionality of Office Outlook, and might not work properly with Aid4Mail. You might also experience some incompatibilities if your version of MAPI was installed by Outlook 97 and older versions of Exchange.

Note that the names Office Outlook, Microsoft Outlook, MS Outlook, and Outlook all refer to the same mail client software. However, Outlook Express is a completely different mail program and should not be confused with Outlook.

How to tell which setup option you have: In Outlook 98/2000 on the Help menu, click About Microsoft Outlook. Next, look at the second line of text in the About Microsoft Outlook dialog box. If it shows "Corporate or Workgroup", then you have a fully working version of Outlook with [Extended MAPI](#) installed.

Aid4Mail uses sophisticated code to restore MAPI mail back to its original [MIME](#) format; this corresponds to the format that is received by the mail client before it gets split up by the MAPI system. Very few programs are capable of doing this, which is why most fail to import mail from Office Outlook reliably. Even fewer programs are capable of exporting message status information (unread, read, replied, forwarded).

The Aid4Mail wizard can only process one PST file at a time. You will need [Aid4Mail Console](#), which is distributed with Aid4Mail Enterprise, if you want to process large numbers of PST files unattended. If the PST file is stored on a CD-ROM or DVD, Aid4Mail will have to make a temporary copy of it in your Windows Temporary folder. If there is insufficient space on your hard drive, Aid4Mail will not be able to read the contents of your Read-Only PST file.

When exporting emails stored in the root of a MAPI folder tree (rare, but can occur) to a generic mailbox format with the restore folder option, Aid4Mail saves them to a target folder called ROOT. This approach makes it easy to find those orphan messages.

Note that this format is not supported by Aid4Mail Standard. You must purchase Aid4Mail Professional or Enterprise if you wish to access MAPI mail. Furthermore, the current version of Aid4Mail cannot export a source MAPI profile or PST file to a target MAPI profile or PST file.

Known Issues:

You should avoid using the Outlook import command on your PST files as this sometimes produces unexpected results. Instead, open your PST files through the File/Open/Outlook Data File menu command in Office Outlook. PST files from Outlook 8.x for Mac are not compatible with Outlook for Windows. As a result, Aid4Mail cannot access their contents through MAPI.

Outlook versions prior to Outlook 2003 as well as the free [standalone version of MAPI](#) cannot process Unicode PST and MSG files. Aid4Mail will give an error message when you try to open a Unicode PST file with a MAPI version that does not support it. Unfortunately, there is no such warning with Unicode MSG files. Aid4Mail will appear to process them correctly, but a large part of the original email header fails to convert.

In some cases, Aid4Mail is not able to connect to a public information store. Therefore this option is not officially supported.

At the time of writing, we expect that Aid4Mail 1.x probably will not work with the upcoming 64-bit release of Office Outlook 2010. Furthermore, tests with the latest beta version of Outlook 2010 show problems retaining original email header data after conversion. We have notified Microsoft of this issue and hope they will correct it before the final release of Outlook 2010.

Aid4Mail may not be able to process your PST file if it is damaged or oversized. If you experience issues, you could try one of the following Microsoft tools to repair your PST file:

How to use the Inbox Repair Tools to recover e-mail messages in Outlook 2002, 2003, and 2007 (scanpst.exe):

<http://support.microsoft.com/kb/287497/>

Oversized PST and OST crop tool (Pst2gb.exe):

<http://support.microsoft.com/kb/q296088>

2. Outlook Express

Many people think Outlook Express and Outlook are the same mail clients, or closely related. In fact, other than the fact that they are both developed by Microsoft and have the "Outlook" part of the name in common, these mail clients are totally unrelated. Their approach to storing mail is completely different and the file formats that they produce are not interchangeable. Outlook Express only supports Simple MAPI, which is a small subset of the [Extended MAPI](#) system.

Aid4Mail can read Outlook Express mail files directly; it does not need a copy of Outlook Express installed on your computer to do so. Unlike most other conversion programs, Aid4Mail is capable of retrieving status information (unread, read, replied, etc.) from your messages and restore these in the output format.

Outlook Express stores deleted messages in the Deleted Items.dbx file. Unfortunately, it corrupts the messages during this process. Aid4Mail can extract these deleted messages, but it cannot fix corrupted data. As a result, some messages may exhibit unusual characters or display code that you would not normally see. Attachments and embedded contents in these messages will usually also be corrupted.

EML files produced by Aid4Mail can be imported into Outlook Express with Windows Explorer. Simply select the EML files in Windows Explorer (the Ctrl+A shortcut selects all the files in your current folder) and then drag them into the Outlook Express application window and drop them into the mail folder of your choice.

Note that Aid4Mail Standard, Professional, and Forensic cannot currently restore the Outlook Express folder hierarchy. This feature is now only available in Aid4Mail Console, but it will be integrated in the other versions when Aid4Mail 2.0 is released.

3. Windows Mail

Windows Mail replaces Outlook Express under Windows Vista. Unlike Outlook Express, it saves messages as individual EML files. Aid4Mail can read Windows Mail folders and convert the messages to any of the supported output formats. However, the current version is not capable of retrieving email status information (unread, read, replied, etc.)

4. Windows Live Mail

Windows Live Mail is the email client from Microsoft's Windows Live set of products. It is intended to be a replacement for Outlook Express on Windows XP and Windows Mail on Windows Vista. Unlike Outlook Express, it saves messages as individual EML files. Aid4Mail can read Windows Live Mail folders and convert locally stored messages to any of the supported output formats. However, the current version is not capable of retrieving email status information (unread, read, replied, etc.)

5. Eudora

This section concerns Eudora prior to version 8. More recent versions are developed by the Mozilla Foundation and use a different mailbox format, which is identical to Mozilla Thunderbird (see section #6 below).

Aid4Mail can read both the Eudora index files (*.toc) and its [mailbox](#) files (*.mbx). Mail status

information (unread, read, replied, etc.) is stored in the index files, not in the mailbox files. So unless they are corrupted or missing, you should always select the *.toc files instead of the *.mbx files to process in Aid4Mail.

Eudora creates very compact mailbox files. It does so by extracting [attachments](#) and [embedded contents](#) from messages, and saves these in separate folders. The advantage of this approach is that mailbox files grow less quickly when you receive mail and attachments are easily accessible through Windows Explorer or another file manager. The disadvantage of Eudora's approach is that the original message [MIME format](#) is lost and the message header information no longer reflects the format of the message body. Eudora also has a tendency to corrupt its own mailbox files by adding binary characters that do not belong there and messing up the message delimiters. Most of the time, the mailbox files that Eudora produces no longer conform to [RFC 822 rules](#). As a result, most mail clients are incapable of importing Eudora mail reliably.

Aid4Mail is one of the few programs that is capable of rebuilding email in Eudora mailboxes back to their original MIME format. It can also fix most corrupted messages. As a result, you can reliably migrate your Eudora mail without losing file attachments, embedded contents, [rich text](#), and status information.

If you have deleted or moved Eudora attachments, Aid4Mail won't be able to re-insert them into the corresponding email messages. In such cases, the attachments will show up with no contents. There is, however, a way to instruct Aid4Mail where to look for attachment folders that have changed location through a file called Tokens.ini. See instructions under the [Fixing Attachment Folder References](#) topic.

If you are converting Macintosh Eudora mailbox files, Aid4Mail expects to find the mailbox files under the "Mail Folder" folder, attachments in the "Attachments Folder" folder, and embedded contents in the "Parts Folder" folder. All three folders share the same parent folder. If your attachment and embedded contents files are in a different location, see the instructions under the [Fixing Attachment Folder References](#) topic.

6. Mozilla, Thunderbird, Netscape Messenger, Eudora 8

Mozilla Mail, Thunderbird, Eudora 8, and recent versions of Netscape Messenger all share the same [mailbox](#) format, which is very close to the [mbox format](#). The main difference is in the way mail status information (unread, read, replied, etc.) is stored. Aid4Mail can read the Mozilla status flags and correctly convert them to other formats.

Mail stores are usually composed of two files: an index file (*.msf or *.snm) and a mailbox file (same name as index file but without a file extension). Aid4Mail only processes mailbox files since that is where the email messages are stored. As a result, missing or corrupted index files have no negative influence on the quality of email conversions.

Prior to version 3, Thunderbird has a bug that makes it fail to display mail folders that have a storage path length that exceeds 128 characters. If you run into this limit, you can display more folders by moving the profile or the accounts directory closer to the root of the drive, so that less of the total path length is wasted. Another solution is to rename your source mail folders to shorter names before converting them with Aid4Mail.

Note that IMAP accounts only produce index files as messages are stored on the mail server instead of local mailbox files. The current version of Aid4Mail ignores such IMAP accounts as it does not access remote messages. See the IMAP Mail topic below for information on alternative methods to process remote email messages.

7. Pegasus Mail

Aid4Mail can read both the Pegasus index files (*.pmi) and its mailbox files (*.pmm). Mail status information (unread, read, replied, etc.) is stored in the index files, not in the mailbox files. So unless

they are corrupted or missing, you should always select the *.pmi files instead of the *.pmm files.

Pegasus stores new mail in separate *.cnm files. If you want Aid4Mail to convert those along with the other mail folders, choose "Pegasus Mail (index)" as the source format and select the folder that contains all the Pegasus mailbox files (do not highlight any of the PMI files otherwise Aid4Mail will ignore all CNM file). With Aid4Mail Console, simply specify "*.pmi" as your source mail in order to include all CNM files during processing.

8. PocoMail and Barca

Aid4Mail can read both the PocoMail/Barca index files (*.idx) and its mailbox files (*.mbx). Aid4Mail only reads mail status information (unread, read, replied, etc.) from the index files, not in the mailbox files. So unless they are corrupted or missing, you should always select the *.idx files instead of the *.mbx files.

PocoMail and Barca offer options to create compact [mailbox](#) files. The mail client does so by extracting file [attachments](#) from messages, and saves these in a separate folder. The advantage of this approach is that mailbox files grow less quickly when you receive mail and attachments are easily accessible through Windows Explorer or another file manager. The disadvantage of this approach is that the original email [MIME format](#) is lost and most mail clients fail to import such messages reliably.

Aid4Mail is the only program that is capable of rebuilding messages in PocoMail and Barca mailboxes back to their original MIME format. As a result, you can reliably migrate your PocoMail/Barca mail without losing file attachments, embedded contents, [rich text](#), and status information.

If you have deleted or moved extracted PocoMail/Barca attachments, Aid4Mail won't be able to re-insert them into the corresponding email messages. In such cases, the attachments will show up with no contents. There is, however, a way to instruct Aid4Mail where to look for attachment folders that have changed location through a file called Tokens.ini. See instructions under the [Fixing Attachment Folder References](#) topic.

9. The Bat!

Recent versions of The Bat! offer an option to create very compact [mailbox](#) files. It does so by extracting file [attachments](#) and [embedded contents](#) from messages, and saves these in a separate folder. The advantage of this approach is that mailbox files grow less quickly when you receive mail and attachments are easily accessible through Windows Explorer or another file manager. The disadvantage of this approach is that few programs are capable of migrating such messages reliably.

Aid4Mail can rebuild messages in The Bat! mailboxes back to their original [MIME format](#). As a result, you can reliably migrate your The Bat! mail without losing file attachments, embedded contents, [rich text](#), and status information.

If you have deleted or moved extracted The Bat! attachments, Aid4Mail won't be able to re-insert them into the corresponding email messages. In such cases, the attachments will show up with no contents. There is, however, a way to instruct Aid4Mail where to look for attachment folders that have changed location through a file called Tokens.ini. See instructions under the [Fixing Attachment Folder References](#) topic.

Please note that Aid4Mail cannot process encrypted The Bat! mail files. In this case, you will first have to export your messages with The Bat! to a Generic mailbox format, which Aid4Mail can then process to any of the supported formats.

10. Generic Mailbox Format

A [generic mailbox](#) is a file that contains email messages that are stored in a non-proprietary format, which conforms to [RFC 822 rules](#). Messages in generic mailbox files usually store status information

(unread, read, replied, etc.) in their header, which Aid4Mail can read and export. Most mail clients are capable of reading or importing messages from generic mailbox files.

Note that Aid4Mail cannot read the *.box mailbox files from Calypso and Courier. Messages in BOX files are stored in encrypted format so that other programs cannot access them. Before you can process these messages in Aid4Mail, you must first save your *.box files to Calypso or Courier archives (these are equivalent to the generic mailbox files). To do this, use the Mailbox/Save to Archive menu command in Calypso or Courier and choose the option to save with attachments. Message status information is limited to Read and Unread in Calypso and Courier.

Aid4Mail also cannot process Pine MBX files, which use a proprietary format that is in no way related to the mbox format.

11. Pine mbox Format (limited "From " escaping)

Pine supports a variety of mailbox formats, including its own variation of the mbox format. Like the other [generic mailbox](#) formats, Pine uses a "From " delimiter line that marks the beginning of each message. However, unlike most other mbox formats (based on mboxo, mboxrd, and mboxcl), the Pine variation does not escape all occurrences of lines beginning with the "From " delimiter inside the message. As a result, if a Pine mbox file is processed the same way as a regular generic mailbox file, some messages may get split up into smaller parts instead of being treated as a single email. This often produces unusable messages.

To avoid this problem when processing Pine mbox files, make sure you select "Pine mbox" instead of "Generic mailboxes" as your Mail Source.

Note that Pine also supports a proprietary MBX format that is in no way related to the mbox format. Aid4Mail currently cannot process those Pine MBX files.

12. Opera Mail

Over the years, Opera's mail client has changed storage format several times. The more recent versions do not organize messages in mailboxes with corresponding names. Instead, Opera uses virtual mailboxes that classify messages according to user-defined filters. Aid4Mail does not have the capability to interpret Opera filters. As a result, messages are classified according to their nature. Incoming mail is stored in the "Received" mailbox, outgoing mail is exported to the "Sent" mailbox, and Usenet messages are placed in the "News" mailbox.

Opera only supports the email status Read and Unread. Unfortunately, the current version of Aid4Mail cannot extract this information from the Opera data files.

13. IMAP Mail

Aid4Mail currently does not retrieve email from a remote IMAP server except when you import a MAPI profile or PST file that is connected to such an account. See the [General Aid4Mail FAQ](#) for a suggested IMAP import method.

14. Mac OS X Mail (Mail.app or Apple Mail)

Aid4Mail is capable of processing email files stored by all versions of Mac OS X Mail. Since Aid4Mail is a Windows application, it will only run on Intel-based Macs that are running Windows or Wine, and on PowerPC Macs using Virtual PC. We recommend that you run Aid4Mail on a Windows system as it will process mail much faster that way.

If you want to migrate your Mac Mail to a Windows email program, first transfer your files from Mac to Windows. You can also copy your Mac mail folders and files to a CD, DVD, or USB drive, which Aid4Mail can then access from your Windows computer. Aid4Mail can read the MBOX files created by

Mac OS X Mail 1 (that comes with Mac OS X 10.0 to 10.3) – if that is the format you have, use the "Generic mailboxes" [mail source option](#) under the "Generic Mailbox Format" section in Aid4Mail. Later versions of Mac OS X Mail (starting with version 2) store their messages in EMLX format. To migrate those messages, use the "EML message files" [mail source option](#) under the "Outlook Express" section in Aid4Mail.

To migrate your Windows email messages to Mac OS X Mail, run Aid4Mail on your Windows computer and convert your mail to the "Generic mailboxes" format, which is listed under the "Generic formats" section on the [Target Format screen](#) in Aid4Mail. We recommend that you set the Filename field on the [Target Settings screen](#) to "*.MBOX" (without the quotes), and set the "Target Line Format" option to "Macintosh (CR)". You will then have to transfer the mbox files created by Aid4Mail to your Mac system, and use the Mac OS X Mail import command to copy your emails into it.

Note that partial EMLX files are currently treated as individual messages during conversion with Aid4Mail. As a result, split messages are not merged into a single email.

15. Microsoft Entourage

Aid4Mail does not process Microsoft Entourage's native mail database stores, but it does handle the MBOX file format that Entourage supports.

If you want to migrate your Entourage mail to a Windows email program, first convert your Entourage mail folders to MBOX files. The simplest way to do this is to drag each folder of messages to the Mac desktop. Entourage will automatically create an MBOX file for each folder you drag-and drop to the desktop. Next, you will have to transfer your MBOX files from Mac to Windows. You can also copy your MBOX files to a CD, DVD, or USB drive, which Aid4Mail can then access from your Windows computer. Use the "Generic mailboxes" [mail source option](#) under the "Generic Mailbox Format" section in Aid4Mail to select your MBOX files and then choose the appropriate target email format when you reach the [Target Format screen](#).

To migrate your Windows email messages to Microsoft Entourage, run Aid4Mail on your Windows computer and convert your mail to the "Generic mailboxes" format, which is listed under the "Generic formats" section on the [Target Format screen](#) in Aid4Mail. We recommend that you set the Filename field on the [Target Settings screen](#) to "*.MBOX" (without the quotes), and set the "Target Line Format" option to "Macintosh (CR)". You will then have to transfer the mbox files created by Aid4Mail to your Mac system. Then either use the Entourage import command to copy your emails into it (File / Import / Contacts or Messages from a text file / Import messages from an MBOX-format text file), or drag-and-drop the MBOX files to the Entourage folder window.

16. Others

Aid4Mail currently cannot retrieve mail status information (unread, read, replied, etc.) from Opera Mail, Forte Agent, FoxMail, and PMMail. Most of the time, [MHT files](#) do not have any status information except for those created with Aid4Mail. Note that Foxmail does not store date information for messages in the out.BOX. As a result, these outgoing messages are exported with a default "unknown" date set to 1 Jan 1972. Also, Aid4Mail cannot restore the FoxMail folder hierarchy and names are based on the mailbox file names. Aid4Mail cannot restore the Forte Agent folder hierarchy either but is able to extract the user-defined mailbox names.

You can only process maildir folders if the files are available locally (i.e., they can also be accessed through Windows Explorer). In most cases, you will first have to download the folders from a remote server with an FTP utility to your computer.

1.12 Archiving Email

Protect Your Business with Your Email Archives

Badly managed email archives present a tempting target for litigators and regulators, and can cause loss of valuable business information. Download the free report, "[Manage Your Email So It Doesn't Manage You](#)", and learn how to:

- Significantly reduce email storage space. Email archives are growing and there is no end in sight. Learn how to shrink your email storage without compromising your archives.
- Easily access archived email content. In a regulatory investigation or legal discovery, you don't have the luxury of telling investigators and litigators to wait until you find what you need. You need to produce it now.
- Time-proof your email archives. Long retention periods are becoming the norm, but proprietary archives may not be available long-term. Learn how to easily set and observe retention periods, and how to protect yourself from obsolete archives.

What Aid4Mail will do for you (all versions except Aid4Mail Standard)

1. Aid4Mail stores your email archives as non-proprietary, [generic mailbox](#) files. This means that you'll always be able to get them back again. Proprietary email archives risk becoming obsolete long before the retention period is up.
2. Your email files are highly compressed in standard ZIP files. This saves you a huge amount of room on your archive tapes and drives and makes it extremely simple to open them again.
3. Aid4Mail extracts [attachments](#) and [embedded contents](#) like images and sound files and stores them in separate folders inside the archived ZIP file. This way you can easily access attachments and embedded contents without using special utilities.
4. Aid4Mail automatically removes duplicates of attachments and embedded contents. When you have broadcast the same email with attachments to multiple users, only the original email is archived. This significantly reduces the size of ZIP archives and doesn't return 20 copies of the very same email in searches.
5. Use any storage media you like for your archived email. Aid4Mail can easily read your archive files from any drive that Windows Explorer can access, including CD-ROMs and DVDs, local or network drives, hard drives or tape.
6. Supports most of the popular email formats, including Outlook, Mozilla Thunderbird, Eudora, Pegasus and a host of others.
7. Search and filter by folder, date range and/or by matching text.
8. You can also extract names and email addresses of people that have been corresponding with you – an ideal feature if you need to rebuild an address book or create a mailing list.

How to read archived mail

There are several ways you can access and read mail stored in Aid4Mail ZIP archives. The best way is to use Aid4Mail filters to extract just the messages you're looking for. Simply select your ZIP archive as the source mail, set the filter options so that they find the specific messages you want to view, and choose an appropriate target format. Select a temporary target folder if you plan to remove the exported messages after viewing. An ideal target format is "MHT message files for viewing from Web browser" if you haven't got too many messages in your selection and you don't mind using Internet Explorer. Alternatively, you can export messages to the EML format; double-clicking on such a file in your file manager (e.g. Windows Explorer) will normally display the message in a new window created by a compatible email program (Outlook Express, Windows Mail, Thunderbird). Of course, you can also export all your archived mail to any of the supported mail programs.

If you are looking for an archived attachment, simply open your ZIP archive in Windows Explorer (requires Windows XP or more recent) or a ZIP utility (e.g. 7-Zip, WinZip). You will find attachments stored as regular files under the Attach folder. If you are looking for pictures or other documents that were inserted in the email message, search the Embedded folder instead.

If you do not want to use Aid4Mail to extract messages from your ZIP archive, you can also simply extract the mbox files with Windows Explore or a ZIP utility, and then view them "raw" in a text editor or an mbox reader (mail client or utility). Fookes Software offers a program called [Mailbag Assistant](#) that can read mbox files, search messages, and display them for reading.

1.13 Finding Mail Folders

If Aid4Mail cannot find the folder that contains your mail files, you will have to search for them either by browsing through your disk folders using the [Source Location](#) file browser or the Folder Browser available on the [Target Settings](#) page by clicking on the [•••] button in the Folder field. You might find it helpful to use the Search tool provided by Windows under the Start menu; make sure you enable searching through hidden folders (you may also need to use "Tools | Folder Options | View" in Windows Explorer and select "Show hidden files and folders").

The information below should help you find the mail folder for the specified mail client program. Many programs store their data files under the "Application Data" folder. This is indicated below with the <Application Data> token. The path to this folder depends on your Windows version and your system's configuration. See the topic "Finding the Application Data folder" below for information on where to find it.

Finding the Application Data folder

On a Windows 7 and Vista systems, look for
<SYSTEMDRIVE>\Users\<user>\AppData\Roaming
and in the case of MS Outlook, Windows Mail, and Windows Live Mail:
<SYSTEMDRIVE>\Users\<user>\AppData\Local

On a Windows 2000/XP system, look for
<SYSTEMDRIVE>\Documents and Settings\<user>\Application Data
and in the case of MS Outlook and Windows Live Mail:
<SYSTEMDRIVE>\Documents and Settings\<user>\Local Settings\Application Data

On a Windows 98 system without individual user logins, look for
<SYSTEMDRIVE>\Windows\Application Data

On a Windows 98 system with individual user logins, look for
<SYSTEMDRIVE>\Windows\Profiles\<user>\Application Data
and in the case of MS Outlook:
<SYSTEMDRIVE>\Windows\Profiles\<user>\Local Settings\Application Data

On a Windows NT system, look for
<SYSTEMDRIVE>\Winnt\Profiles\<user>\Application Data
and in the case of MS Outlook:
<SYSTEMDRIVE>\Winnt\Profiles\<user>\Local Settings\Application Data

<SYSTEMDRIVE> is usually drive "C:". <user> represents the name you use to log on to Windows. On an NT system or a Windows 98 system with user profiles, mail files will probably be located by default in the second set of Application Data folders.

1. Office Outlook

Typical default location:
<Application Data>\Microsoft\Outlook\
<Documents>\Outlook Files\

File to search for:
Outlook.pst

2. Outlook Express

Possible default locations:
<Application Data>\Identities\<GUID>\Microsoft\Outlook Express\
<Application Data>\Microsoft\Outlook Express\
<Application Data>\Microsoft\Outlook Express\

<GUID> represents a Global Unique Identifier and looks similar to the following:
{EC5E07AF-FD0F-4032-AB71-B48918A73052}. The specific numbers and letters is different on every system.

Files to search for with Outlook Express 5.x and 6.x:
Inbox.dbx
Sent Items.dbx
Deleted Items.dbx

Files to search for with Outlook Express 4.x:
Inbox.idx
Sent Items.idx
Deleted Items.idx

3. Windows Mail

Typical default location:
<Application Data>\Microsoft\Windows Mail\
<Application Data>\Microsoft\Windows Mail\

File to search for:
winmail.fol

4. Windows Live Mail

Typical default location:
<Application Data>\Microsoft\Windows Live Mail\
<Application Data>\Microsoft\Windows Live Mail\

File to search for:
Mail.MSMMessageStore

5. Eudora

Typical default location, Windows 2000/XP/Vista/Win7:
<Application Data>\Qualcomm\Eudora\
<Application Data>\Qualcomm\Eudora\
<Application Data>\Qualcomm\Eudora\

Typical default location, Windows 95/98/ME/NT:
<SYSTEMDRIVE>\Program Files\Qualcomm\Eudora\
<SYSTEMDRIVE>\Program Files\Qualcomm\Eudora\
<SYSTEMDRIVE>\Program Files\Qualcomm\Eudora\

Files to search for:
in.toc
Out.toc
Trash.toc

6. Thunderbird

Typical default location:
<Application Data>\Thunderbird\Profiles\default\<code>.slt\Mail\
<Application Data>\Thunderbird\Profiles\default\<code>.slt\Mail\
<Application Data>\Thunderbird\Profiles\default\<code>.slt\Mail\

Often the main account is stored under Mail\Local Folders\

Files to search for:

Inbox.msf

Sent.msf

Trash.msf

TIP: Here's a simple trick to find where any Thunderbird mail folder is stored...

Right click with your mouse on a folder name in Thunderbird to open the shortcut menu. In Thunderbird version 3, choose Properties from the menu and then select and copy all the text in the Location field of the Folder Properties dialog box. In Thunderbird version 2, choose the "Copy Folder Location" command from the shortcut menu.

If you want to set Thunderbird as your source mail client, stop when you reach the Source Location screen in Aid4Mail. Then right click in the folder field and choose the "Go to Folder" command from the shortcut menu. Aid4Mail will automatically show the correct folder path in the dialog box.

If you want to set Thunderbird as your target mail client, stop when you reach the Target Settings screen in Aid4Mail. Paste the Clipboard contents in the field labeled Folder. The resulting path will look somewhat like this: "mailbox:/C:/Documents and Settings/.../Mail/Local Folders/Inbox". Once you click on the Next button, Aid4Mail will automatically convert the path to the correct Windows format.

7. Mozilla Mail & Netscape 6.x, 7.x

Possible default location:

<Application Data>\Mozilla\Profiles\default\<code>.slt\Mail\

Files to search for:

Inbox.msf

Sent.msf

Trash.msf

8. Netscape Messenger

Possible default location:

<SYSTEMDRIVE>\Program Files\Netscape\Users\

Files to search for:

Inbox.snm

Sent.snm

Trash.snm

9. Pegasus Mail

Typical default locations:

<SYSTEMDRIVE>\PMAIL\MAIL

<SYSTEMDRIVE>\Program Files\PMAIL\MAIL

Files to search for:

*.pmi

*.pmm

10. PocoMail and Barca

Typical default location, Windows 2000/XP/Vista/Win7:

<Application Data>\PocoMail\Mail\
<Application Data>\Barca\Mail\

Typical default locations, Windows 95/98/ME/NT:
<SYSTEMDRIVE>\Program Files\PocoMail\Mail\
<SYSTEMDRIVE>\Program Files\Barca\Mail\

Files to search for:
in.idx or in.idb
Out.idx or Out.idb
Trash.idx or Trash.idb

11. The Bat!

Typical default locations:
<Application Data>\The Bat!\

Typical default location:
<SYSTEMDRIVE>\Program Files\The Bat!\MAIL\

Files to search for:
MESSAGES.TBB
MESSAGES.TBX

12. Calypso Email

Typical default location:
<SYSTEMDRIVE>\Program Files\Calypso3\Mailbox\

Files to search for:
*.box

13. Courier Email

Typical default location:
<SYSTEMDRIVE>\Program Files\Courier\Mailbox\

Files to search for:
*.box

14. Opera Mail

Typical default locations:
<Application Data>\Opera\Opera\mail\store\
<SYSTEMDRIVE>\Program Files\Opera\Mail\storage\

Files to search for:
*.mbs

15. Forte Agent

Typical default location:
<SYSTEMDRIVE>\Program Files\Agent\Data\

Files to search for:
00000001.IDX
GROUPS.DAT

folders.dat

16. Foxmail

Typical default location:

<SYSTEMDRIVE>\Program Files\FoxMail\mail\

Files to search for:

in.BOX

sent.BOX

trash.BOX

17. PMMail

Typical default location:

<SYSTEMDRIVE>\Program Files\PMMail 2000\

Files to search for:

*.MSG

1.14 Frequently Asked Questions (FAQ)

Please choose one of the following Frequently Asked Questions topics:

[Ordering Aid4Mail FAQ](#)

[Product Activation FAQ](#)

[General Aid4Mail FAQ](#)

[MS Outlook FAQ](#)

1.14.1 Ordering Aid4Mail FAQ

Q. Where can I buy your software from? Do you have a local dealer?

A. You can buy Aid4Mail through our [online order page](#). We have no local dealers. Our software is sold world-wide by [Plimus Corporation](#), a leading U.S. order-taking company. Plimus is under contract with Fookes Software to process orders and collect payments. They accept orders online using a credit card, PayPal, bank/wire transfer, check/money order, purchase order, invoice, and credit card by fax.

Q. Can I use a Purchase Order?

Purchase Orders are a means of paying for products on credit (i.e. first receiving the goods and paying later). This method is usually used by larger corporations and is available for orders exceeding \$99.00 USD. The way it works is as follows:

1. Request a Quote or Pro Forma invoice from Plimus. To do so, select the "Purchase Order" option from the field labeled "Method of payment" on the Plimus order form which you can reach through our [order page](#).
2. Fax your PO to Plimus according to the instructions provided in the Pro Forma invoice.
3. Plimus then enters your PO into their system, where it awaits our approval.
4. Once the PO is approved, the order is processed and the product delivered.
5. You will receive an invoice from Plimus with instructions on how to send payment.

Q. I want to pay by wire transfer and need your bank details.

A. Select "Wire" as payment method in the order form. After clicking the "Next" button, you will be

taken to a page with detailed instructions, including your order reference number and the bank details for your payment.

Q. I am having ordering difficulties. How can I get help?

A. Please complete the order by fax or phone and Plimus will manually process your order, or send an email to sales@plimus.com with a brief description of the situation, or you can phone 1-866-4PLIMUS (toll free in the US and Canada) or +1-858-350-7473 (international).

Q. I have purchased an Aid4Mail license but still haven't received my activation code. When will I get it?

A. All information regarding your order, including activation code(s), are sent to you via email – usually within minutes of your payment being accepted. However, sometimes these emails may be caught by your "Spam Protection" tool, or may be automatically sent to your "Junk" folder. Please be sure to check those locations if you do not receive the emails shortly.

In some cases, your email service may be experiencing a slowdown in email delivery – delays of several hours are possible in these situations. In other cases, your ISP may be blocking the emails before they even reach your account. When this happens, the only solution is for you to provide an alternative address to which we can send the registration emails.

At least two emails are sent to you, a Receipt and a Confirmation per product purchased. If you do not receive any of these emails please visit the [Plimus Customer Support](#) page for help. If doing so still doesn't help to resolve the issue, then please [contact us](#) and include as many details about your order as possible so that we can better assist you.

Q. How can I download Aid4Mail again?

A. If you are using Aid4Mail Standard, Professional, or Forensic, simply visit the [Aid4Mail web site](#) to download the latest update. If you own an Aid4Mail Enterprise or a Customer-Service license, and you have purchased an Extended Download Warranty, please follow the "Re-activate Download" instructions in the receipt email that was sent to you.

Q. Why was my order was declined?

A. When the message "Credit card was declined" appears while processing an order it means that your credit card bank has declined the transaction, usually a quick call to your credit card bank's customer service will clarify most of the issues. If problems persist, you can use the Fax or Mail payment options to have your order processed.

Q. What is your Refund Policy?

A. Please go to the [Refund Policy](#) topic in this document to find the answer to this question..

Q. What is your Upgrade Policy?

A. Minor updates and maintenance releases are free for users of the corresponding major version. In other words, if you purchased Aid4Mail v1.0, all updates up to v1.999 inclusive are available for free. Major upgrades (version 2.x, 3.x, etc.) are available to registered users of previous versions at a 50% discount.

1.14.2 Product Activation FAQ

Q. I have an Internet connection and entered my code correctly. Why does activation fail?

A. The most typical reason is one or more firewall programs (Norton, Zone Alarm, Windows Firewall)

are blocking Aid4Mail's access to the Internet. Make sure that all your firewalls allow both Aid4Mail.exe and DNA.dll to reach the activation server. If you are accessing the Internet through a Proxy server and you've configured the Aid4Mail proxy settings, make sure these are valid. If you are not using Internet Explorer as your browser, it may be configured with invalid proxy settings; unchecking the "Use IE proxy configuration" option in the Proxy Settings screen could help resolve the connection issue.

Important: If you are using Windows Firewall and Aid4Mail cannot reach the license server, make sure that you uncheck the option labeled "Block all incoming connections" (Windows 7 and Vista) or "Don't allow exceptions" (Windows XP); you will find the option in the Windows Firewall settings window which opens from the Control Panel. If this setting is enabled, you are not notified when Windows Firewall blocks programs, and programs on the Exceptions list are ignored.

Q. I am having problems activating my license under Windows 7 and Vista. How can I fix this?

A. You may need to put a specific exemption for Aid4Mail under the Data Execution Prevention (DEP) settings. This will allow Aid4Mail to both activate its license in the first place and run subsequently.

Q. Re-activation is not working although I am entering the correct activation code and password. Why?

A. This usually happens because the character case of the entered password does not match the case of the original password. Check that your Caps Lock key isn't engaged while you are entering your password. Check also that you are typing the characters in the same case as the original password. Make sure you are entering your current and new password in the corresponding fields. Another password-related problem is when you try to re-activate your license with a new password that you have already used before. Make sure that the password you type in the "New Password" field has never been used before in Aid4Mail.

Q. I have forgotten my activation password. How do I retrieve it?

A. If you can't remember your password, click on the "Forgot Password?" button in the Activation dialog box, which appears on the screen after you enter your activation code. Your password will then be sent to the email address you entered when you first activated your license. If the email doesn't reach you within minutes, check your junk mailbox in case it was misidentified as spam.

Note that this feature will only work if you supplied your email address when you first activated your license. If you chose not to provide an email address during activation, then it is your responsibility to keep track of your current password.

Q. Why am I in "Lockout mode"?

A. Lockout mode usually occurs because you have attempted too many re-activations or too many unsuccessful communications with the license server (e.g., because of failed password attempts) in the allowed time period. If you are in lockout mode because of too many re-activations, please read the Aid4Mail [License Agreement](#) to ensure that you are complying to its terms.

Note that the Aid4Mail Standard and Professional licenses may only be used to process mail belonging to **one recipient**. "Recipient" means the natural person (not an entity such as a company or organization) to whom an email message is sent. If you are processing more than one person's mail account, then you will need to purchase additional activation codes – one for each end-user account.

Q. Will Aid4Mail activations still be possible if softWORKZ or Fookes Software suspends service?

A. If softWORKZ or Fookes Software suspends service, customers will be able to download a patch that bypasses the activation system or a special version of Aid4Mail that does not use any activation

system.

Q. Will you stop offering activations on products that are x years old?

A. No. Activations and re-activations will be available to all versions of our products.

Q. Do hardware upgrades/new computers cause the previously activated software to stop working?

A. No. License activation is not tied to your hardware. If you need to reinstall your software after reformatting your hard drive or moving to a new computer, you just need to re-activate your software. Re-activation is a quick and simple method to get your software fully operational again. Note, however, that the copy on your previous computer will revert to trial mode if you re-activate your code on another computer.

Q. Aid4Mail will reside on computers that are not permitted access to the Internet via our firewall. Can you provide the port, IP-address of the verification server, and the domain in which that server resides. This way we may permit outbound access to just the activation site and port.

A. The following is the information that you need to setup your firewall:

Main server IP address: `reg1.softworkz.com`

Backup server IP: `reg2.softworkz.com`

Port: 80 (Standard HTTP)

Domain: `softworkz.com`

User agent: `Aid4Mail` (case sensitive)

1.14.3 General Aid4Mail FAQ

Q. How do I transfer mail from my old computer to my new one?

A. The steps depend on which Aid4Mail license you purchased:

- **Aid4Mail Professional, Forensic, Enterprise:**

First install Aid4Mail on your old computer and activate your license. On your old computer, use Aid4Mail to convert your source mail to the Aid4Mail ZIP Archive format. Next, transfer the resulting ZIP file to your new computer and install Aid4Mail on it; then [re-activate your license](#). Finally, use Aid4Mail on your new computer to export your ZIP Archive contents to your new mail program.

- **Aid4Mail Standard:**

You only need to use Aid4Mail on your old computer if you have Qualcomm Eudora mail. In this case, first install Aid4Mail on your old computer and activate your license. On your old computer, use Aid4Mail to convert your Eudora mail to the Generic Mailbox format. Next, transfer the resulting mbox folders and files to your new computer and install Aid4Mail on it; then [re-activate your license](#). Finally, use Aid4Mail to export your mbox files to your new mail program.

For other mail formats, simply transfer your source mail folders to your new computer and then use Aid4Mail on your new computer to export them to your new mail program.

Q. Aid4Mail fails to convert some or all of my mailbox files. Why?

A. The most typical reason for such an issue is that your file is locked by another program. To avoid this, and unless you are using Office Outlook, make sure you close your mail client before clicking on the Start button in Aid4Mail. Check also that you haven't got an anti-virus or anti-spam program monitoring the mail that Aid4Mail is processing. Other possible reasons include a source file that is corrupted or does not correspond to the selected mail type, or the target location has insufficient free

space or is write protected. Sometimes it may help to compact your mail folders before processing them with Aid4Mail.

Aid4Mail checks both the file extension and contents to see if they conform with the selected source format. You can instruct Aid4Mail to be more "tolerant" with certain file types by running it with the [/m command-line switch](#). This can be useful with files that start with a non-conforming format. Example:
`Aid4Mail.exe /m`

Q. Are there file size limits that need to be taken into account when exporting mail?

A. Yes. If you have a large amount of mail or many big attachments, the target file receiving your messages can grow very big. Outlook 2003/2007/2010 can store up to 20 GB of data in a single file using the [Unicode PST](#) format. Older versions of MS Outlook create [ANSI PST](#) files that are limited to 2 GB in size (note that Aid4Mail cannot detect when this size limit is reached). Some email clients cannot read generic mailbox files that are bigger than 4 GB. An Aid4Mail ZIP archive can easily exceed a size of 20 GB; in fact the maximum file size is limited only by your system's resources.

Q. Can I run multiple instances of Aid4Mail?

A. Yes you can, as long as you don't attempt to convert mail to the same target file in different instances.

Q. Are there ways to make Aid4Mail process emails faster?

A. Yes. If you are using anti-virus, anti-spam, file indexing, archiving products, or any other software/plugin that monitor email messages, turn them off temporarily when using Aid4Mail. Doing so can significantly improve processing speed. You can also speed up processing by unchecking the "Do not add duplicate messages" setting on the [Export Options](#) screen or, if you are running Aid4Mail Console, avoid using the [/SkipDups](#) and [/SkipAllDups](#) [command-line switches](#).

Furthermore, starting with version 1.96, Aid4Mail uses a slower method for reading generic mailbox files, including those created by Mozilla Thunderbird and Eudora. It does so to ensure it doesn't miss any emails when processing mailbox files that contain a mix of storage formats (e.g. a Mac or Unix mbox file imported in Windows Thunderbird with new messages added to it). If you are processing mailbox files that are entirely created by a single mail client, then you can increase performance without sacrificing reliability by using the [/fast](#) [command-line switch](#). Example: `Aid4Mail.exe /fast`

Starting with version 1.98, under Outlook 2003 and more recent, Aid4Mail uses a special MAPI feature to import/export mail from Outlook PST and MSG files, and Exchange server mail. The advantage with this new method is that it converts Unicode messages and certain special email types more reliably than the previous method. The disadvantage is that it is usually slower than the alternative method that does not use the special MAPI feature. Use the [/MapiConvOff](#) [command-line switch](#) to turn off the special MAPI conversion feature and use the faster method instead. Example: `Aid4Mail.exe /MapiConvOff`

The two command-line switches mentioned above can be used together if necessary. Example:
`Aid4Mail.exe /fast /MapiConvOff`

Note that working on compacted mailbox files (i.e. those in which [unpurged mail](#) has been removed) can also improve conversion speed significantly. If you are responsible for migrating mail accounts in your company, you should encourage staff members to compact their mail folders before you start processing their data with Aid4Mail.

Q. I have a huge mailbox file and Aid4Mail says it has no messages. Why?

A. Usually this happens when a mailbox file only contains deleted or moved messages ([unpurged mail](#)) and has never (or not recently) been compacted. The file may also be corrupted or contain data that does not match the selected source file type.

Also, certain proprietary file formats, like DBX files from Outlook Express and PST files from Office Outlook, never have a size of zero bytes when empty and compacted.

Q. Is there an easy way to find where a Thunderbird mail folder is stored?

A. Yes, there is. Right click with your mouse on a folder name in Thunderbird to open the shortcut menu. In Thunderbird version 3, choose Properties from the menu and then select and copy all the text in the Location field of the Folder Properties dialog box. In Thunderbird version 2, choose the "Copy Folder Location" command from the shortcut menu.

If you want to set Thunderbird as your source mail client, stop when you reach the Source Location screen in Aid4Mail. Then right click in the folder field and choose the "Go to Folder" command from the shortcut menu. Aid4Mail will automatically show the correct folder path in the dialog box.

If you want to set Thunderbird as your target mail client, stop when you reach the Target Settings screen in Aid4Mail. Paste the Clipboard contents in the field labeled Folder. The resulting path will look somewhat like this: "mailbox:/C:/Documents and Settings/.../Mail/Local Folders/Inbox". Once you click on the Next button, Aid4Mail will automatically convert the path to the correct Windows format.

Q. After exporting my messages to Thunderbird, I find that some of my mail folders are missing. Why?

A. Prior to version 3, Thunderbird has a bug that makes it fail to display mail folders that have a storage path length that exceeds 128 characters. If you run into this limit, you can display more folders by moving the profile or the accounts directory closer to the root of the drive, so that less of the total path length is wasted. Another solution is to rename your source mail folders to shorter names before converting them with Aid4Mail.

Q. Why do exported EML and MSG file have the current date stamp instead of the original email date?

A. This problem is usually caused by the Windows file indexing feature, which updates the file date stamp on reading it. Suggestion: in Windows, go to Control Panel -> Indexing Options -> Advanced -> File Types, and uncheck the extensions "eml" and "msg" from the list.

Q. Why does Aid4Mail slow down when converting many emails to individual files (EML and MSG)?

A. This problem may be caused by the Windows file indexing feature or your anti-virus program. Suggestion: in Windows, go to Control Panel -> Indexing Options -> Advanced -> File Types, and uncheck the extensions "eml" and "msg" from the list.

Q. How do I import EML files into Outlook Express?

A. EML files produced by Aid4Mail can be imported into Outlook Express with Windows Explorer. Simply select the EML files in Windows Explorer (the Ctrl+A shortcut selects all the files in your current folder) and then drag them into the Outlook Express application window and drop them into the mail folder of your choice.

Q. Attachments in MHT files get saved with a bad file name. Why?

A. This issue is due to a bug in Internet Explorer. When you click on an attachment link in an MHT file to save the document to disk, Internet Explorer displays an incorrect filename in the Save As dialog box. You should replace it with a more meaningful name and especially add the appropriate file extension. (Use the same extension as displayed in the attachment link.)

Q. After exporting my messages to a new mail client, I find that some of my attachments are missing or failed to convert as expected. Why?

A. Some mail clients extract attachments and store them in a separate location from messages. This is the case with Eudora and Calypso/Courier, as well as with The Bat!, PocoMail, and Barca, depending on the settings you've chosen. These mail clients usually store the path and filename of extracted attachments to maintain a link between the message and its files. Unfortunately, if you move the attachments to another location, or the original drive is assigned another letter, then the link is lost. Aid4Mail uses this link to find the attachments of the messages it processes. If it cannot find the attachment, Aid4Mail still adds the file placeholder; instead of the file data Aid4Mail inserts the full name of the file that was not found. Note that some programs may show an incorrect attachment size for empty attachments, and even produce a "garbage" file on extraction.

Attachments that Aid4Mail doesn't find are listed in the error log file; see the [Error Log File](#) topic for details.

There is, however, a way to instruct Aid4Mail where to look for attachment folders that have changed location through a file called Tokens.ini. See instructions under the [Fixing Attachment Folder References](#) topic.

Q. My mail is stored on an IMAP server. Can Aid4Mail retrieve the messages through my Internet connection?

A. If you have a copy of Office Outlook, you can add your IMAP account to it through the Tools/E-mail Accounts menu command. Once you have done so, Outlook will create a PST file that Aid4Mail can use to access your IMAP messages. Select this PST file as your source mail in Aid4Mail and then choose the target format you want to save the messages to. If Office Outlook can connect to your IMAP server, then Aid4Mail will start downloading the messages through it and process them according to your settings. Note that this method requires Aid4Mail Professional, Forensic, or Enterprise.

If you do not have a copy of Office Outlook, one option is to download your messages with your mail client to a local mail folder, and then process the local folder with Aid4Mail. Alternatively, you can either download and install the free [standalone version of MAPI](#) or a free [60-day trial version](#) of Outlook from Microsoft's Web site.

Q. How does Aid4Mail detect duplicates?

A. Aid4Mail checks for email duplicates by comparing the value of the [Message-ID field](#) in each processed email header. If this field is empty or missing (usually in outbound messages), Aid4Mail uses the email date and subject line for the comparison, or the whole message header if either of those values are blank; with MAPI messages (from Office Outlook or MS Exchange) however, Aid4Mail uses the email creation and submit dates, subject line, and stored message size for the comparison.

When extracting attachments and other embedded contents, Aid4Mail first checks if a file with the same name exists in the target folder. If there is, it checks whether the contents are identical. If they are, the duplicate is not saved. If the files are different, then Aid4Mail saves the file with a new name – the original filename followed by an index number in square brackets. Example:

```
Untitled.doc
Untitled[1].doc
Untitled[2].doc
```

Q. Sometimes my source email client reports more and sometimes less messages than the target email client. How am I gaining messages or losing mail during the conversion? Why doesn't the message count of the email clients always equal each other?

A. There are a few reasons that this can happen. First, you may have the options to remove duplicates and/or ignore deleted mail checked which would result in fewer message in the target mailbox. Your source email client may have duplicated messages in its mailboxes causing the mismatch of the email message count. Secondly, some mailboxes get corrupted at the place which marks the start of the next message (the email delimiter) in the mailbox. If that line is corrupt, the next message in the mailbox may be considered part of the previous message causing less total messages. Thirdly, the index file (such as *.idx, *.toc) may be corrupt causing the mismatch of email messages. Lastly, Aid4Mail attempts to correct some corrupted mailboxes which often also causes an email message count difference.

Q. Some of my message status flags, the icons in the index message grid, that are in the source email client do not show up in the target email client and some are different. Are these bugs?

A. There are at least two reasons for status indicators (such as: read, unread, replied, forwarded, redirected, and priorities) not to get converted or what appears to be the wrong icons displaying in the target email client. All status flags are not all supported in all email programs, therefore, some may not show up in the target email client. We also found that some email clients have glitches in them that cause incorrect status icons to be displayed in their own program. Aid4Mail converts the correct data found in the email client's index file (or mailbox) where the status information is stored to the target email client that displays them correctly which causes the discrepancy in the two. Aid4Mail does not convert email messages based on the status icon displayed, nor does it make the target email client display the same wrong status icon/indicator.

If you feel that the problem you see is within Aid4Mail, and not the email client, please [contact us](#) and explain to us the problem you are experiencing. We may then ask you to send us a sample mailbox file or messages if the need arises.

Q. When exporting messages to put on a CD-ROM you recommend using the MD5 file naming option to limit the length of filenames and avoid name conflicts. However, sometimes I like to open specific MHT email files or EML email messages. It's difficult to do so with the meaningless MD5 names (mixed letters and numbers). How can I locate the messages I want to open in a text editor?

A. This is not as hard to do as you might think. Your text editor might have a feature to search for words/phrases in disk files without the need to open the files into a text editor first. Our award winning [NoteTab text and HTML editor](#) has such a feature called Search Disk that will find the search criteria in the messages that contain it and open each message(s) (of choice) in its own tab. You can then simply use the Find dialog (Ctrl+F) and quickly bring the tab in focus at the word(s) searched for. NoteTab is available in free and commercial versions.

Q. When making EML, MHT, and MSG message files and the "Subject:" of the message is used as the filename. Some of the characters are changed? Why is this?

A. Windows does not allow certain characters in filenames such as: / ? | * : < >. Aid4Mail converts the "Subject:" lines that have those characters in them to legal filename characters before processing the mailbox(es) into EML, MHT, and MSG files. Character conversion can be customized through a specialized template file called NameFilter.dat. Open the file NameFilter.txt for instructions and a working example.

Q. My PocoMail "Special mailboxes" contain messages, but Aid4Mail does not process them. Why is this?

A. Your PocoMail email client's "Special mailboxes" are a type of virtual mailboxes. The messages are not in that folder. It just has an appearance of the messages. The "messages" act sort of like a shortcuts so that when you see the messages in the index grid and click on one, it is actually opening

the message from another PocoMail mailbox. If you convert all your mailboxes, the messages will indeed be processed! If you know which mailbox(es) they are actually stored in, you can process it and the messages will be found in the target mailbox created by Aid4Mail.

Q. Are there known issues when processing email files?

A. Aid4Mail currently does not support certain folder filenames that contain Unicode characters. Such folders and files cannot be processed unless they are renamed so as to remove unsupported characters.

1.14.4 Office Outlook FAQ

Q. I have just activated my Aid4Mail Standard license and features like Office Outlook and PST files are gone. Why?

A. As indicated in many parts of our documentation (e.g.: [Introduction](#), [Trial Mode](#), [Comparison Chart](#)) and on our Web site, Aid4Mail Standard has a smaller feature set than Aid4Mail Professional. Hence the lower price. If you need to upgrade your license to Aid4Mail Professional, simply read through the email that was sent to you with your activation code. That email contains instructions and a link you can use to purchase the upgrade. As with most software companies, upgrades include a small additional fee that covers third-party costs and manual processing.

Q. I use Aid4Mail Professional/Forensic/Enterprise and cannot see options to process Office Outlook mail. Why?

A. Make sure Office Outlook or an Exchange Server MAPI client is correctly installed on your system. Aid4Mail cannot process MAPI accounts, PST, and MSG files if [Extended MAPI](#) is not available. Extended MAPI is usually installed along with Office Outlook. Also, the current version of Aid4Mail cannot export a source MAPI profile or PST file to a target MAPI profile or PST file – the workaround is to first export your emails to the Outlook MSG format, and then re-export those files to your target format.

If you do not have Office Outlook or an Exchange Server MAPI client, simply download and install the free [standalone version of MAPI](#) or a free [60-day trial version](#) of Outlook from Microsoft's web site. Note that the free [standalone version of MAPI](#) does not support [Unicode PST](#) and MSG files.

Q. How do I import my old Outlook files to another mail program on a new computer that does not have Office Outlook?

A. If you still have your old computer with Office Outlook, first install Aid4Mail on it and activate your license. Then convert your Outlook mail to the Aid4Mail ZIP Archive format. Next, transfer the resulting ZIP file to your new computer and install Aid4Mail on it; then [re-activate your license](#). Finally, use Aid4Mail to export your ZIP Archive contents to your new mail program.

Q. When I select a source MAPI profile or PST file, those options are not available on the Target Format screen. Why?

A. The current version of Aid4Mail cannot export a source MAPI profile or PST file to a target MAPI profile or PST file – the workaround is to first export your emails to the Outlook MSG format, and then re-export those files to your target format.

Q. How do I display my Aid4Mail created PST files in Office Outlook?

A. You can open PST files through the File/Open/Outlook Data File menu command in Office Outlook. Older versions of Outlook may use slightly different names for the menu command. You should avoid using the Outlook import command on your PST files as this sometimes produces unexpected results.

Note that [Unicode PST](#) files created with Outlook 2003, 2007, and 2010 cannot be opened with an older version of Outlook.

Q. Why is Office Outlook showing wrong dates/contact names in the Folder Pane?

A. By default, Office Outlook displays the Sent date and the contact name from the To field for messages in the Sent Items folder, and the server Received date and the contact name from the From field for messages in other folders. As a result, you may see unexpected dates and names in the Folder Pane for imported "outgoing emails" that are not saved in the Sent Items folder.

To correct this display issue, simply move those outgoing emails to the Sent Items folder. The quickest way to do this is press the Ctrl+A keyboard shortcut to select all the messages in a folder, then use the Ctrl+Shift+V keyboard shortcut to open the Move to Folder dialog box, and then select the Sent Items folder in the list.

Q. When I select a PST file or a MAPI profile, Aid4Mail does not see any mail folders/messages.

A. If your version of Office Outlook is older than Outlook 2003, this issue may occur because your copy of Outlook is not the default email client. In that case, see if temporarily setting it as the default client fixes the issue and restart Aid4Mail. To change the default email client, open the Internet Properties dialog box. (This can be done either by right-clicking on the Internet Explorer program shortcut and selecting "Properties", or by opening Internet Explorer and selecting "Internet Options" from the "Tools" menu.) Then select the **Programs** tab, and select the "Microsoft Office Outlook" value in the field labeled **E-mail**.

The issue can also occur if you have Outlook 98/2000 installed in *Internet Mail Only* mode. Note that PST files from Outlook 8.x for Mac are not supported.

If the above doesn't apply, see if rebooting your computer fixes the issue.

Q. I have a damaged/corrupted PST file. Can Aid4Mail process it?

A. The only way to find out is to try. If it doesn't work, you could try one of the following Microsoft tools to repair your PST file:

How to use the Inbox Repair Tools to recover e-mail messages in Outlook 2002, 2003, and 2007 (scanpst.exe):

<http://support.microsoft.com/kb/287497/>

Oversized PST and OST crop tool (Pst2gb.exe):

<http://support.microsoft.com/kb/q296088>

Q. Why do I get an "Error creating PST file" message?

A. If your version of Office Outlook is older than Outlook 2003, this issue may occur because your copy of Outlook is not the default email client. In that case, see if temporarily setting it as the default client fixes the issue and restart Aid4Mail. To change the default email client, open the Internet Properties dialog box. (This can be done either by right-clicking on the Internet Explorer program shortcut and selecting "Properties", or by opening Internet Explorer and selecting "Internet Options" from the "Tools" menu.) Then select the **Programs** tab, and select the "Microsoft Office Outlook" value in the field labeled **E-mail**.

If the above doesn't apply, see if rebooting your computer fixes the issue.

Q. With Outlook 2007 SP2, why do I get an error in "Module mspst32.dll"?

A. The error occurs when you use Aid4Mail to convert mail to a new PST file. This issue only occurs

with Microsoft Office 2007 Service Pack 2. It appears modifications made in Office 2007 SP2 affect features that worked unchanged since Outlook 97. Microsoft have now fixed the problem so the solution is to update to the latest maintenance release of Office 2007 SP2. If for any reason this is not possible, a workaround in Aid4Mail is to convert mail to an existing MAPI profile instead of a new PST file.

Q. What could cause an "Error adding new message to store" message?

A. The error can be triggered by a break in your network connection. For example when converting mail to a mapped drive using a wireless connection that times out.

Q. Why do I get an "Error creating MAPI subfolder" message?

A. Your source mail folders may contain characters or a format that MAPI cannot use when creating target folder names. However, we have found that with Outlook 2007, the problem sometimes disappears simply by rebooting the computer. If this does not help, try renaming the source mail folder that is causing the problem.

Q. Why do I get an "Error processing email" message?

A. This error may be triggered by different types of problems. It can occur when your default email client is set to a program that does not support [Extended MAPI](#). If that is the case, go to the Internet Explorer Properties and select the Programs tab; then select "Microsoft Office Outlook" or ExchangeMAPI in the E-mail field.

Q. I have Office Outlook installed in Internet Mail Only mode (IMO). Is it supported by Aid4Mail?

A. The [MAPI](#) subsystem installed in the *Internet Mail Only* mode (only exists in Outlook 98/2000) is a stub that provides minimal MAPI support for the basic functionality of Office Outlook, and may not work properly with Aid4Mail. When using MS Outlook 98 and 2000, it must be installed in Corporate/WorkGroup mode to ensure full compatibility with Aid4Mail. Instructions for changing Outlook 2000 mode are available on [Microsoft's Web site](#).

How to tell which setup option you have: In Outlook on the Help menu, click About Microsoft Outlook. Next, look at the second line of text in the About Microsoft Outlook dialog box. If it shows "Corporate or Workgroup", then you have a fully working version of Outlook with [Extended MAPI](#) installed.

Q. Are there ways to make Aid4Mail process emails faster?

A. Yes. If you are using anti-virus, anti-spam, archiving products, or any other software/plugin that monitor email messages, turn them off temporarily when using Aid4Mail. Doing so can significantly improve processing speed. You can also speed up processing by unchecking the "Do not add duplicate messages" setting on the [Export Options](#) screen or, if you are running Aid4Mail Console, avoid using the **/SkipDups** and **/SkipAllDups** [command-line switches](#).

Furthermore, starting with version 1.98, under Outlook 2003 and more recent, Aid4Mail uses a special MAPI feature to import/export mail from Outlook PST and MSG files, and Exchange server mail. The advantage with this new method is that it converts Unicode messages and certain special email types more reliably than the previous method. The disadvantage is that it is usually slower than the alternative method that does not use the special MAPI feature. Use the **/MapiConvOff** [command-line switch](#) to turn off the special MAPI conversion feature and use the faster method instead. Example:
`Aid4Mail.exe /MapiConvOff`

Starting with version 1.96, Aid4Mail uses a slower method for reading generic mailbox files, including those created by Mozilla Thunderbird and Eudora. It does so to ensure it doesn't miss any emails when processing mailbox files that contain a mix of storage formats (e.g. a Mac or Unix mbox file imported in Windows Thunderbird with new messages added to it). If you are processing mailbox files

that are entirely created by a single mail client, then you can increase performance without sacrificing reliability by using the **/fast** [command-line switch](#). Example: `Aid4Mail.exe /fast`

The two command-line switches mentioned above can be used together if necessary. Example: `Aid4Mail.exe /MapiConvOff /fast`

Q. How do I check what type (ANSI or Unicode) of PST I have?

A. Open the PST file in Outlook. If your version of Outlook is older than Outlook 2003, then it will not be able to open a Unicode PST. If you are using Outlook 2003 or a later version then select the root folder of the PST file, in the Outlook Mail list column. Right-click on the folder, and choose Properties from the menu. From the Properties dialog box, click on the Advanced button to open the Personal Folders dialog box. This contains a field called Format. If it shows "Personal Folders File (97-2002)", then the file is an ANSI PST, otherwise it is a Unicode PST.

Q. My mail is stored on an IMAP server, which Office Outlook connects to. Why is Aid4Mail only exporting message headers?

A. You need to configure Outlook to download the complete email, not just the header. To make the change, you must open the Send/Receive Settings dialog box in Outlook, select your IMAP account, and then select "Download complete item including attachments" in the Folder Options section. Once you've done that, Aid4Mail should be fetching the whole email.

To reach the Send/Receive Settings dialog box, you must first open the Send/Receive Groups dialog box using the Ctrl+Alt+S keyboard shortcut, or the following menu command: Tools -> Send/Receive -> Send/Receive Settings -> Define Send/Receive Groups..., then click on the Edit button.

Q. Are there known issues when processing Office Outlook PST files or MAPI profile?

A. Aid4Mail currently does not support folder and file names with Unicode characters. Any such character that doesn't translate to the ANSI character set will be replaced with a substitution character.

The following applies only if you are using a version of Outlook that is older than Outlook 2003, or when using the **/MapiConvOff** [command-line switch](#):

Unfortunately, the current version of Aid4Mail cannot always process [TNEF](#) emails and may fail to see TNEF attachments. Most MS Office users do not use the TNEF format though, so this issue may only affect those who have exchanged rich-text messages with other Outlook and Exchange users.

Another issue may occur when you attempt to process messages with text that is written in a non-Latin character set (like Cyrillic and Chinese). Converting such messages to or from MS Outlook may produce unexpected results. Furthermore, MAPI does not support Unicode attachment filenames so Aid4Mail cannot restore the correct name for such files. Also, in some cases when processing outgoing messages (Sent Items), email addresses in the Exchange format (e.g. </O=FOOKES SOFTWARE/OU=FS/CN=RECIPIENTS/CN=CUSTOMER SUPPORT>) cannot be converted to the SMTP format (e.g. "Customer Support" <support@fookes.com>) if the corresponding address book cannot be accessed during processing.

1.14.5 Using Aid4Mail with Macs FAQ

Q. Can Aid4Mail run on a Mac system?

A. Aid4Mail will run on Intel-based Macs that are running Windows or [Wine](#), and on PowerPC Macs using [Virtual PC](#). However, we do recommend that you try Aid4Mail first before purchasing a license to ensure that it is compatible with your computer system and that it satisfies your requirements.

Q. Does Aid4Mail support Mac OS X Mail (Mail.app or Apple Mail)?

A. Yes. Aid4Mail is capable of processing email files stored by all versions of Mac OS X Mail. Since Aid4Mail is a Windows application, it will only run on Intel-based Macs that are running Windows or [Wine](#), and on PowerPC Macs using [Virtual PC](#). We recommend that you run Aid4Mail on a Windows system as it will process mail much faster that way.

If you want to migrate your Mac Mail to a Windows email program, first transfer your files from Mac to Windows. You can also copy your Mac mail folders and files to a CD, DVD, or USB drive, which Aid4Mail can then access from your Windows computer. Aid4Mail can read the MBOX files created by Mac OS X Mail 1 (that comes with Mac OS X 10.0 to 10.3) – if that is the format you have, use the "Generic mailboxes" [mail source option](#) under the "Generic Mailbox Format" section in Aid4Mail. Later versions of Mac OS X Mail (starting with version 2) store their messages in EMLX format. To migrate those messages, use the "EML message files" [mail source option](#) under the "Outlook Express" section in Aid4Mail.

To migrate your Windows email messages to Mac OS X Mail, run Aid4Mail on your Windows computer and convert your mail to the "Generic mailboxes" format, which is listed under the "Generic formats" section on the [Target Format screen](#) in Aid4Mail. We recommend that you set the Filename field on the [Target Settings screen](#) to "*.MBOX" (without the quotes), and set the "Target Line Format" option to "Macintosh (CR)". You will then have to transfer the mbox files created by Aid4Mail to your Mac system, and use the Mac OS X Mail import command to copy your emails into it.

Q. Does Aid4Mail support Microsoft Outlook for Mac?

A. Aid4Mail can only process Outlook PST and MSG files on a system running Outlook for Windows. PST files from Outlook 8.x for Mac are not supported as they use a format that is incompatible with Outlook for Windows. However, PST files from Outlook 2001 for Mac use the same format as PST files from Outlook for Windows, and can therefore be processed by Aid4Mail on a Windows system.

Q. Does Aid4Mail support Microsoft Entourage?

A. Aid4Mail does not process Microsoft Entourage's native mail database stores, but it does handle the MBOX file format that Entourage supports.

If you want to migrate your Entourage mail to a Windows email program, first convert your Entourage mail folders to MBOX files. The simplest way to do this is to drag each folder of messages to the Mac desktop. Entourage will automatically create an MBOX file for each folder you drag-and drop to the desktop. Next, you will have to transfer your MBOX files from Mac to Windows. You can also copy your MBOX files to a CD, DVD, or USB drive, which Aid4Mail can then access from your Windows computer. Use the "Generic mailboxes" [mail source option](#) under the "Generic Mailbox Format" section in Aid4Mail to select your MBOX files and then choose the appropriate target email format when you reach the [Target Format screen](#).

To migrate your Windows email messages to Microsoft Entourage, run Aid4Mail on your Windows computer and convert your mail to the "Generic mailboxes" format, which is listed under the "Generic formats" section on the [Target Format screen](#) in Aid4Mail. We recommend that you set the Filename field on the [Target Settings screen](#) to "*.MBOX" (without the quotes), and set the "Target Line Format" option to "Macintosh (CR)". You will then have to transfer the mbox files created by Aid4Mail to your Mac system. Then either use the Entourage import command to copy your emails into it (File / Import / Contacts or Messages from a text file / Import messages from an MBOX-format text file), or drag-and-drop the MBOX files to the Entourage folder window.

Q. Does Aid4Mail support Eudora for Macintosh (Mac Eudora)?

A. Aid4Mail can process and export mail from Mac Eudora mailbox files, but it cannot create Eudora mailbox files. Since Aid4Mail is a Windows application, it will only run on Intel-based Macs that are running Windows or [Wine](#), and on PowerPC Macs using [Virtual PC](#). We recommend that you run

Aid4Mail on a Windows system as it will process mail much faster that way.

To migrate your Mac Eudora messages to a Windows email program, first transfer your files from Mac to Windows. You can also copy your Mac Eudora mailbox files to a CD, DVD, or USB drive, which Aid4Mail can then access from your Windows computer. Use the "Mac Eudora" [mail source option](#) under the "Eudora" section in Aid4Mail to select your mailbox files and then choose the appropriate target email format when you reach the [Target Format screen](#).

Aid4Mail expects to find the mailbox files under the "Mail Folder" folder, attachments in the "Attachments Folder" folder, and embedded contents in the "Parts Folder" folder. All three folders share the same parent folder. If your attachment and embedded contents files are in a different location, see the instructions under the [Fixing Attachment Folder References](#) topic.

2 Reference Information

2.1 Program Interface

Aid4Mail is based on a user-friendly wizard interface, which is also designed with [accessibility](#) in mind. The wizard helps you adjust program settings step-by-step so that you can process your mail to the desired format and location. The wizard screens are divided into three parts. The top of the program window displays an information area that provides a short explanation about the current screen. The bottom part of the screen includes the navigation buttons (Back, Next) and the status bar. The middle part of the screen contains all the settings instructing Aid4Mail how to handle your mail.

Note that grayed controls, menu items, fields, and buttons indicate they are not available for use in the current context.

Aid4Mail Buttons

Software

This button gives you access to a drop-down menu with commands to check for software updates, a shortcut to visit the Aid4Mail homepage on the Web, a link to the Help topic with information about ordering an Aid4Mail license, a shortcut to the Aid4Mail order page on the Web, and commands to activate Aid4Mail Standard and Professional.

Back

Use this button to move to the previous screen.

Next

Use this button to move to the next screen. This button may be disabled if your settings are incomplete.

Start

Click on the Start button to begin processing your mail.

Cancel

Use this button to quit the Aid4Mail program, or cancel the current operation like mail processing or a file download in the "News and Updates" screen.

Help

Click to open the Help window.

Wizard Screens

[1. Mail Source](#)

- [2. Source Location](#)
- [3. MAPI Store](#)
- [4. Source MAPI Folders](#)
- [5. Target Format](#)
- [6. Filter Options](#)
- [7. Target Settings](#)
- [8. Target MAPI Folder](#)
- [9. Export Options](#)
- [10. Start Processing Mail](#)

2.2 Accessibility Mode

Aid4Mail has been developed with accessibility in mind. All program features are accessible through the keyboard. Furthermore, Aid4Mail detects whether Windows is set to High Contrast mode and whether a screen reader is running. In these situations, Aid4Mail starts up in a special Accessibility Mode that affects the display of menus as well as the selection of the first control receiving input focus when the wizard screen changes or a dialog is opened. The text "Accessibility Mode" appears in the program title bar when it is turned on.

Aid4Mail includes configuration files for the three most popular screen readers: Dolphin Hal, JAWS for Windows, and Window-Eyes. These files improve recognition of Aid4Mail user-interface elements and can be installed to the appropriate location by running Aid4Mail with the following [command-line parameter](#):

```
Aid4Mail.exe /acc=install
```

Note that you may have to restart your screen reader to have it pick up the installed configuration file.

If for some reason, Aid4Mail does not set itself in Accessibility Mode, or if you wish to turn it off, use the **/acc** command-line switch to turn it on or off. Example:

```
Aid4Mail.exe /acc=on  
Aid4Mail.exe /acc=off
```

Section 508 Voluntary Product Accessibility Template (VPAT)

The Voluntary Product Accessibility Template (VPAT) is a document that contains a list of requirements needed for a product to conform to Section 508 of the Rehabilitation Act. The template format allows vendors to state their products' conformance to Section 508, requirement by requirement. For more information on Section 508 visit www.section508.gov

The Aid4Mail VPAT is available for download in the Adobe Acrobat (PDF) and Microsoft Word (DOC) formats:

- [Download VPAT in Adobe Acrobat \(PDF\) format](#)
- [Download VPAT in Microsoft Word \(DOC\) format](#)

NOTICE: The VPAT document is provided for market research purposes only and its contents are subject to change without notice. The information in this document does not constitute legal advice, warranty, or guarantee regarding a person's ability to comply with applicable accessibility requirements. Such a determination is the sole responsibility of the purchaser.

2.3 Wizard Screens

2.3.1 1. Mail Source

The Mail Source screen lets you choose the type of mail you want to process. The list is subdivided into categories of related formats. You must choose an item from one of the highlighted categories before you can proceed to the next screen.

With some mail clients, you have a choice between accessing *index* files or *mailbox* files. Whenever possible, always choose the *index* files. Processing these is usually faster and more information can be extracted from emails, like status details (unread, read, replied, etc.) Furthermore, deleted mail that is no longer listed in the *index* files is skipped during processing. Use *mailbox* files if the corresponding *index* files are corrupted, missing, or if you want to retrieve all mail including deleted messages. See the topic [Information About Mail Formats](#) for details about the different formats that Aid4Mail can process.

Set the option "Include mail in trash" if you also want to process mail in the Trash, Junk, and Deleted Items folders. The names of such folders are stored in the files TrashFiles.dat and TrashFolders.dat that you will find in the Aid4Mail program folder. You can add more folder names to these two files if necessary (one name per line). The TrashFolders.dat file is for message folder names created by MAPI clients like Office Outlook. Aid4Mail uses the names stored in TrashFiles.dat to determine which mailbox files from other mail clients contain deleted or unwanted messages.

An option labeled "Include unpurged mail" is displayed if you are running Aid4Mail in [Forensic mode](#). When available and checked, Aid4Mail will process moved and deleted items found in mailbox files and folders that haven't been compacted. These email items are not usually visible in your mail client. Note that if you use this option with Outlook Express .dbx files, processed messages all have a certain degree of corruption as the deletion process partially damages the remaining email. By default, Aid4Mail skips messages that have been marked as removed from a mailbox. Currently, Aid4Mail cannot extract these type of messages from Microsoft Outlook.

Another option that is only available in Forensic mode is "Restore unpurged mail". It is available when the "Include unpurged mail" option is checked. When this feature is used, Aid4Mail removes the Deleted status flag during export from messages that have been marked as deleted (and hidden by the mail client) but not yet removed from the mailbox file. Once a mailbox file has been compacted by the mail client, all hidden deleted messages are definitely lost unless a copy remains in the trash folder.

Set the "Search for mail location" option to let Aid4Mail search for the default folder containing your mail. This option is only available for some mail formats. Some mail clients make it very difficult to correctly identify the location of their default mail files, so this feature might not always work properly. When the search fails, you will have to browse through your drives to find the correct location. You can [contact us](#) if you need help to find where your mail is stored.

If available, use the "Profile name" field to help refine the search for the location of your mail. With Outlook Express, the profile name is equivalent to your identity name. With Mozilla Mail and Thunderbird, storage of profile details is different in older versions and its retrieval may be less reliable. With Foxmail and PMMail, the profile name is treated by Aid4Mail as corresponding to the subfolder name containing your mail.

Note that working on compacted mailbox files ([unpurged mail](#) has been removed) can improve conversion speed significantly. If you are responsible for migrating mail accounts in your company, you could encourage staff members to compact their mail folders before you start processing their data with Aid4Mail. Please see the [General Aid4Mail FAQ](#) topic for more tips on speeding up Aid4Mail.

2.3.2 2. Source Location

This screen is displayed for all mail source types except MAPI. Use it to select the mail folders and/or files you want to process. See the topic [Finding Mail Folders](#) if you need help to find the location of your mail. For most file types, Aid4Mail only lists files that contain email messages; empty files or files that do not correspond to the selected mail source are not displayed in this screen.

For most mail source types you can select one or more folders and files. Hold down the Ctrl key and click on names to select multiple files/folders. Hold down the Shift key to select a range of names, and press Ctrl+A to select all listed names. Aid4Mail can only process one PST (Office Outlook) or ZIP (Aid4Mail archives) file at a time, so if this is your mail source type you can only select one filename before continuing to the next screen.

Set the option "Include subfolders" if you want to process all the mail files in and under the current folder. If this setting is unchecked, only the mail files directly under the selected folders will be processed; their subfolders and contents will be ignored.

If you are selecting a password-protected PST file, Outlook will prompt you for the password whenever Aid4Mail needs to access its contents (usually once when it displays the folder hierarchy and once just before starting email processing).

Navigating folders with the mouse can be quite laborious depending on where your source files are. If you know where to find your files, right click with your mouse in the folder/file list window to open a context menu that gives you access to a folder or file name input dialog box. You can then paste or type a folder or file name. If you do not specify a fully qualified name, Aid4Mail searches the location relative to the current folder. Aid4Mail recognizes "shorthand" tokens used in the path name; see the [Useful Tokens and System Variables](#) topic for more details. The following example will select the file Test.pst in the MS Outlook data folder: %Outlook%\Test.pst

TIP: Here's a simple trick to find where any Thunderbird mail folder is stored...

Right click with your mouse on a folder name in Thunderbird to open the shortcut menu. In Thunderbird version 3, choose Properties from the menu and then select and copy all the text in the Location field of the Folder Properties dialog box. In Thunderbird version 2, choose the "Copy Folder Location" command from the shortcut menu. When you reach the Source Location screen in Aid4Mail, right click in the folder field and choose the "Go to Folder" command from the shortcut menu. Aid4Mail will then automatically show the correct folder path in the dialog box.

2.3.3 3. MAPI Store

This screen is only displayed if you have chosen the [MAPI](#) mail source. Select the MAPI profile you want to access. Choose [default] to open your default profile. Note that Outlook will prompt you for a profile password if necessary.

Also select whether you want to open the [default](#), [private](#), or [public information store](#). Choose "Default message store" if you're not sure. Note that in some cases, Aid4Mail is not able to connect to a public information store. Therefore this option is not officially supported.

2.3.4 4. Source MAPI Folders

This screen is only displayed if you have selected a PST file or MAPI as your mail source. When Aid4Mail opens your MAPI profile successfully, you will see a hierarchical tree structure with folder names and the number of messages they contain in parentheses. Uncheck the MAPI folders you do not want to process. You can check/uncheck a whole tree branch by holding down the Ctrl key while you click in a checkbox.

If you do not see message folders listed in this screen, this could be due to one of the following

reasons...

1. The mail file is empty.
2. You are trying to access a [Unicode PST](#) file with a MAPI system that does not support the new format.
3. Extended MAPI is not properly installed or fully functional.
4. The MAPI profile details you provided were incorrect.
5. Your mail is on a remote computer that is not available.
6. A third-party utility is interfering with Aid4Mail (synchronization software, backup, anti-virus, etc.).

Note that Aid4Mail requires a fully functioning [Extended MAPI](#) system in order to access MAPI folders. Extended MAPI is usually not available if you have Office Outlook 98/2000 installed in the Internet Only Mode (IMO).

Outlook mail stores may also contain items that are not email messages, like appointments, contacts, and tasks. You can instruct Aid4Mail to skip those items by setting the "Process only email messages" option.

2.3.5 5. Target Format

This screen lets you choose what to do with your selected mail source. The following options are available...

1. [Extended MAPI](#)
2. [Outlook Express](#)
3. [Generic formats](#)
4. [Internet Explorer, MS Office, and databases](#)
5. [Extract message contents only](#)
6. [Archive and save space](#)

Set the option "Filter processed messages" at the bottom of the Target Format screen to access the [Filter Options](#) fields on the next screen. Please note that this feature is not available in Aid4Mail Standard.

2.3.5.1 Extended MAPI

This section is only available if you are using Aid4Mail Professional, Forensic, or Enterprise, and if Aid4Mail detects the possible presence of [Extended MAPI](#) on your system. Note that the two first options below will not be available if your mail source is a MAPI profile or a PST file.

1. MAPI (Office Outlook, Windows Messaging, Exchange client, etc.)

Select this option to save your source mail into a [MAPI store](#). Starting with Outlook 2003, you can store up to 20 GB of data into a MAPI store (Unicode format). But with older versions of MS Outlook you cannot exceed 2 GB. Aid4Mail cannot detect when the size limit is reached so you need to ensure that your mail files are well within the limits. If necessary, you can break down large exports into smaller units by using the Aid4Mail [filter feature](#).

2. Office Outlook new PST file

Aid4Mail can create a new PST file and import your selected source mail into it. You can then open your new PST file through the File/Open/Outlook Data File menu command in Office Outlook. You should avoid using the Outlook import command on your PST files as this sometimes produces unexpected results. Starting with Outlook 2003, you can store up to 20 GB of data into a MAPI store (Unicode format). But with older versions of MS Outlook you cannot exceed 2 GB. Aid4Mail cannot detect when the size limit is reached so you need to ensure that your mail files are well within the limits.

3. Office Outlook MSG files

Use the MSG format if you prefer to save your messages in individual files. MSG files are displayed in an Office Outlook window when you double-click on the file name in Windows Explorer or another file manager. Note that MSG files use a proprietary format and can only be opened in Office Outlook or other compatible MAPI clients.

Issues with dates and contact names in the Folder Pane

By default, Office Outlook displays the **Sent** date and the contact name from the **To** field for messages in the Sent Items folder, and the server **Received** date and the contact name from the **From** field for messages in other folders. As a result, you may see unexpected dates and names in the Folder Pane for imported "outgoing emails" that are not saved in the Sent Items folder.

To correct this display issue, simply move those outgoing emails to the Sent Items folder. The quickest way to do this is press the Ctrl+A keyboard shortcut to select all the messages in a folder, then use the Ctrl+Shift+V keyboard shortcut to open the Move to Folder dialog box, and then select the Sent Items folder in the list.

2.3.5.2 Outlook Express, Windows (Live) Mail

Use the [EML format](#) to save your messages in individual files. EML files are usually displayed in an Outlook Express or Windows (Live) Mail window when you double-click on the file name in Windows Explorer or another file manager. Aid4Mail sets the file date stamp according to the message date based on your local time (unless you use the [/TimeZone](#) command-line switch). This way you can easily sort your messages by date in your file manager. Note that the Windows File Indexing feature may cause the date stamp of your target EML and MSG files to be changed to the current date. To avoid this issue, go to Control Panel -> Indexing Options -> Advanced -> File Types, and uncheck the extensions "eml" and "msg" from the list.

When exporting to Windows Mail and Windows Live Mail, Aid4Mail automatically suggests the appropriate default mail folder, if it exists. You can refine your choice by setting the target folder to any mail subfolder situated under the main folder. If you type a new subfolder, Aid4Mail will create it before starting to export your messages.

EML files can easily be imported into Outlook Express with Windows Explorer. Simply select the EML files in Windows Explorer (the Ctrl+A shortcut selects all the files in your current folder) and then drag them into the Outlook Express application window and drop them into the mail folder of your choice.

EML files use a non-proprietary format that conforms to the [RFC-2822](#) text format, which most mail clients can read.

2.3.5.3 Generic formats

A generic mailbox is a file that contains email messages that are stored in a non-proprietary format. The file format complies with the mbox standard, which most mail clients can read or import.

1. Mozilla-compatible mailboxes (Mozilla, Netscape, Thunderbird, and Eudora 8)

Use this format if you want to import your mail into one of the Mozilla mail clients: Mozilla Mail, Mozilla Thunderbird, Eudora 8, and Netscape Messenger. The Mozilla format is very similar to the mbox format. The main difference is in the way status information (unread, read, replied, etc.) is stored in the message header. Mozilla defines its own system for managing status details and stores them in fields that are not the same as standard mbox files.

You should avoid appending your source mail to mailboxes that are in use. Instead save it under a new subfolder or in a new mailbox file. If you save the target files in the active mail folders of Mozilla Mail, Mozilla Thunderbird, Eudora 8, and Netscape Messenger, you must restart the mail client to see them listed in the Folder window.

2. Generic mailboxes (mbox, Unix mail, Berkeley mail, etc.)

Use this option to save your mail in mailbox files that use a format that fully complies with the [mbox](#) standard.

3. PocoMail & Barca compatible mailboxes

Choose this format if you want to import your message into PocoMail or Barca. The mailbox files are saved with the .mbx extension. PocoMail/Barca will automatically create the corresponding index files (*.idx) when it finds the new files. Note that PocoMail and Barca may fail to correctly interpret some exported messages flags; the Replied, Forwarded, and Bounced flags show up as a Read icon.

You should avoid appending your source mail to mailboxes that are in use. Instead save it under a new subfolder or in a new mailbox file. If you save the target files in the PocoMail or Barca folder, you must restart the program to see them listed in the Mailboxes window.

2.3.5.4 Internet Explorer, Microsoft Office, and databases

This section offers formats that enable you to display messages without using a mail client. This feature is invaluable if you need an easy way to share important mail with customers or to display messages to an audience. Note that this format is not available in Aid4Mail Standard.

Email messages are stored in [MHT files](#) that can be viewed in Internet Explorer or any other compatible Web browser. In most cases, messages are rendered the same way as in a mail client. However certain special types of emails, like digests and partial messages, may not display any contents at all in Internet Explorer. Embedded contents like pictures and sounds are displayed too and you can click on attachment names to extract them from the message and save them to disk. Aid4Mail sets the file date stamp of MHT files according to the email date based on your local time (unless you use the [/TimeZone](#) command-line switch). This way you can easily sort your messages by date in your file manager.

Note that there is an issue that affects message attachments, which is due to a bug in Internet Explorer. When you click on an attachment link to save the file to disk, Internet Explorer displays an incorrect filename in the Save As dialog box. It's best to replace it with a meaningful name and especially to add the appropriate file extension for it. (Use the same extension displayed in the real attachment name.)

You may get a security warning that tells you Internet Explorer has restricted the MHT file from showing active content. If you know your mail is safe, right click on the warning bar and select "Allow Blocked Content" from the popup menu.

1. MHT message files for viewing from Web browser

When you select this format, Aid4Mail saves your messages into MHT files and creates an index file in HTML format for viewing in your Web browser. After processing, you can burn the contents of the target folder onto a CD-ROM. Next time you insert your CD-ROM into a computer drive, Internet Explorer will start up automatically and display the index file for your saved mail. The format of the index page is based on templates (*.html, *.css) that are stored in the Template subfolder under the Aid4Mail program folder. If you are familiar with HTML code, you can edit these templates to modify the default layout.

2. MHT message files for viewing from Microsoft Excel

Use this option to create an index file for viewing in Excel 2002, 2003, and 2007. Each message folder or mail file is placed on a separate worksheet tab. Excel does impose some limits that you may need to take into account before you select your mail source. Each worksheet can only store a maximum of 65,536 emails and its name cannot exceed 31 characters. The format of the index page is based on templates (*.xls) that are stored in the Template subfolder under the Aid4Mail program folder. If you are familiar with XML code, you can edit these templates to modify the default layout.

3. MHT message files for importing into a database

Select this format to export your mail details into a tab-delimited file, which most database programs can read. Mail details that are saved into this file include the mailbox name, message date, priority, status, size, sender address, subject, recipient addresses, attachment names, and a link to the corresponding MHT message file. The format of the tab-delimited file is based on the database.tab template that is stored in the Template subfolder under the Aid4Mail program folder. If necessary, you can edit this template in a text editor to modify the choice of fields and their sequential order. The first line in the template represents the field names.

2.3.5.5 Extract message contents only

1. Extract attached files

Choose this option to extract all the [attachments](#) contained in the messages processed by Aid4Mail. Embedded files (typically pictures inserted in a message) are not extracted with this option. Extracted attachments have a date stamp that matches the message date based on your local time (unless you use the [/TimeZone](#) command-line switch). After processing, Aid4Mail creates a tab-delimited file in the target folder called Attach.tab. This file makes it easy to identify which message an attachment belongs to. You can open Attach.tab in a text editor, a spreadsheet program like Microsoft Excel, or import it into a database program.

Attachments from a Macintosh mail client often come in pairs, with one part containing the actual file and the other a resource document called a "resource fork". Aid4Mail only extracts the data file part and ignores the resource document since it serves no purpose on Windows and UNIX/LINUX platforms.

Note that Ai4Mail currently cannot create Unicode filenames. If an attachment name has Unicode characters, Aid4Mail will try to convert them to their equivalent ANSI character, if available, or substitute them before saving the file to disk.

2. Extract attached files and embedded contents

Choose this option to extract all [attachments](#) and [embedded contents](#) contained in the messages processed by Aid4Mail. Extracted files have a date stamp that matches the message date. Extracted attachments are saved in the Attach subfolder and embedded contents in the Embedded subfolder. After processing, Aid4Mail creates a tab-delimited file in the target folder called Attach.tab. This file makes it easy to identify which message an extracted file belongs to. You can open Attach.tab in a text editor, a spreadsheet program like Microsoft Excel, or import it into a database program.

Attachments from a Macintosh mail client often come in pairs, with one part containing the actual file and the other a resource document called a "resource fork". Aid4Mail only extracts the data file part and ignores the resource document since it serves no purpose on Windows and UNIX/LINUX platforms.

Note that Ai4Mail currently cannot create Unicode filenames. If an attachment name has Unicode characters, Aid4Mail will try to convert them to their equivalent ANSI character, if available, or substitute them before saving the file to disk.

3. Extract email addresses of recipients

This feature is ideal if you need to rebuild an address book or to create a mailing list with addresses of people that have been corresponding with you. Aid4Mail automatically removes duplicates and sorts addresses in alphabetical order. You can choose the most appropriate output format on the next screen: comma separated values (*.csv), tab separated values (*.tab), and plain-text values (*.txt).

2.3.5.6 Archive and save space

Aid4Mail Professional and Enterprise can save your mail in highly compressed ZIP archives that you can open with Windows Explorer under Windows XP or a newer version, or with any of the popular ZIP utilities like WinZip and PkZip. See the topic [Advantages of Aid4Mail Archives](#) for more details about

this unique feature.

2.3.6 6. Filter Options

Note that this screen is not available in Aid4Mail Standard. It is available by setting the option "Filter processed messages" on the [Target Format](#) screen.

Filter Mail by Date

Use the two date fields to define a date range limiting which email messages will be processed. Dates use the international **yyyy/mm/dd** format (4-digit year/2-digit month/2-digit day). You can select a date from a popup calendar by clicking on the arrow button. No date filtering will occur if both fields are blank. You can leave one of the date fields blank to include all messages at one end of the date-range spectrum.

Configure the "Date to check" field to define whether Aid4Mail should use the date when the message was sent to you (Mail Sent), when it was received by your mail server (Mail Received), or when it was downloaded by your mail client (Mail Stored). With outgoing mail there is no difference between the Mail Sent and Mail Received fields. With some mail clients, the Mail Stored value cannot be determined. In this case, Aid4Mail uses the Mail Received or Mail Sent value instead. For emails that are stored as EML, MHT, or CNM files, Aid4Mail determines the Mail Stored date from the file date stamp; this may not correspond to the date when the mail was downloaded in your mail client though.

The date filter is very useful for creating incremental backups of your emails. Define a date range and then save all the messages from that period in a [ZIP archive](#) and do this at regular intervals, whether it be once a day, once a week, once a month, once a year, etc.

In the following example, Aid4Mail will only process emails that were received during year 2004:

```
Ignore if older than: 2004/01/01
Ignore if newer than: 2004/12/31
Date to check:      Mail Received
```

In the following example, Aid4Mail will only process emails that were received after year 2004:

```
Ignore if older than: 2005/01/01
Ignore if newer than: <blank>
Date to check:      Mail Received
```

In the following example, Aid4Mail will only process emails that were sent before year 2004:

```
Ignore if older than: <blank>
Ignore if newer than: 2003/12/31
Date to check:      Mail Sent
```

Filter Mail by Content

You can define a list of words that Aid4Mail will search for in each message header. Depending on the option you select, Aid4Mail will either reject or accept a message that contains the text search criteria in the header. The list should contain one search criteria per line. The longer the list, the longer it will take Aid4Mail to filter each email. You can improve performance by placing the most common search terms at the beginning of the list. Leave the list blank if you do not want to filter by content. Note that if you have the [console version](#) or are running Aid4Mail in [forensic mode](#), Aid4Mail can also search the message body text.

Matching is case sensitive for lines that have one or more uppercase characters, and case insensitive for lowercase search criteria. A match only occurs if the search criteria covers whole words. For example, if your search criteria is "spam" (without the quotes), it will match the word "SPAM", but not

"spammer". The search criteria "FREE" will only match the word "FREE", but not "free" or "FREEWAY". The search criteria "jane doe" will match "Jane Doe" and "JANE DOE", but not "Jane M. Doe".

Aid4Mail currently does not support filtering using Unicode search text. When searching Unicode messages, Aid4Mail first converts the message body to the current ANSI character set. Unicode characters that do not have an ANSI equivalent character are substituted with a "?" character.

You can negate the effect of a text criteria by starting it with a minus character (-). If you must start a regular search criteria with a minus or hyphen character, just add a second one to cancel the negate effect. A match with a negate criteria will reject a message if the "found in header" option is set, and will accept the message if the "not found in header" option is set.

You can start a text criteria with a plus character (+) to instruct Aid4Mail to combine it with the previous criteria. If you must start a regular search criteria with a plus character, just add a second one to cancel the *addition* effect. If the "found in header" option is set, the message is only accepted if it contains occurrences of the preceding and current criteria. If the "not found in header" option is set, the message is only rejected if it contains occurrences of both the preceding and current criteria. Note that the plus character is ignored if it follows a negate criteria. See example #3 below.

Message headers usually contain the email date, subject, sender name and address, recipient names and addresses, server relay path (or travel history), and sometimes organization name and mailer name. Typically, you will create search criteria with email addresses and/or keywords that may appear regularly in a message subject.

The "Manage Words List" button gives you access to a drop-down menu with commands to open a Words List, save a Words List under a new name, and clear the list. Aid4Mail automatically saves modified Words Lists. If no name has been assigned, it saves the list in a file called "WordsList.txt" under the "Application Data\Aid4Mail" folder.

You can combine a Mail by Content filter with a Mail by Date filter to refine your selection of messages.

Words list example #1:

-spam@fookes.com
@fookes.com

Assuming the "found in header" option is set, Aid4Mail will accept all messages that have an "@fookes.com" address except those that have the address "spam@fookes.com". Other messages that do not have "@fookes.com" in the header are rejected. The order of the text search criteria is important here. If "@fookes.com" is placed before "-spam@fookes.com", then the negate criteria never gets tested because the message is already accepted because "@fookes.com" is found.

Words list example #2:

sexually-explicit
FREE
adult
debt
cialis
viagra
xanax
mortgage
mortgages
home owners
spam@fookes.com
@adpromailer.com
@wowdeals.net
@emailfactory

Assuming the "not found in header" option is set, Aid4Mail will reject all messages that have any of the listed search criteria in the header.

Words list example #3:

```
important@fookes.com
+aid4mail
important@fookes.com
+mailbag assistant
```

Assuming the "found in header" option is set, Aid4Mail will only accept messages that were sent to the <important@fookes.com> address and mention either the aid4mail or mailbag assistant products in the Subject line (or message body if you use the forensic mode).

2.3.7 7. Target Settings

Target Location

Choose the disk folder that is to receive the exported mail and/or message contents. Click on the button with the three dots [•••], or hit the F4 keyboard shortcut while in the field, to browse through your drives for the folder name. On some Windows systems, you may need to use "Tools | Folder Options | View" in Windows Explorer and select "Show hidden files and folders". See the topic [Finding Mail Folders](#) if you need help to find the location of your target mail. Note that if you add new folder names in this field, Aid4Mail will automatically create them before saving the target file(s) into them. The Folder field supports "shorthand" tokens; see the [Useful Tokens and System Variables](#) topic for more details. Example:

```
%MyDocs%\email\
```

Note for keyboard users: in the Target Folder dialog box, you can use the Ctrl+Ins keyboard shortcut to create a new subfolder and Ctrl+Del to delete the selected folder.

If you are exporting messages using the EML target format, you can choose to leave the Filename field blank or specify a file extension. If the field is left blank, the .eml extension is added by default. If you want to use a different extension, use an asterisk wildcard followed by the extension you wish to have (e.g. "*.txt"). In both cases, the filename is determined by the message subject line.

If the source messages are stored in EML, MSG, and MHT files, then you can use the {filename} token to create EML target filenames that are based on the source filenames instead of the subject line. If you also want to control the target extension of exported EML files, just add it after the token (e.g. "{filename}.txt").

Unless you use the {filename} token or choose the MD5 Filenames option, exported EML, MSG, and MHT files will be saved with a filename taken from the message subject line. Note that Ai4Mail currently cannot create Unicode filenames. If a subject line or source filename used for creating the target filename has Unicode characters, Aid4Mail will try to convert them to their equivalent ANSI character, if available, or substitute them with compatible characters before saving the email file to disk.

You cannot specify a filename if you have chosen MHT files or message contents as your target format. With PST and ZIP as your output formats, you are required to enter a filename before you can proceed to the next screen.

With other target formats, you can choose to either leave this field blank or specify a filename. If you leave this field blank, the target filename will be based on the source filename, or folder name if messages are stored in individual files. If you specify a filename and the export option "Restore source folder structure" is unchecked, then all source files are exported into the single target file. We recommend you leave this field blank when processing multiple mail folders, unless you want to merge them all into a single file.

Exporting to Thunderbird, Netscape, Mozilla, PocoMail, Barca: If you want exported mail to appear in your mail client, it is important that you have an existing mail profile and that you select the appropriate folder for the Target Location. Normally, Aid4Mail will suggest the appropriate location if it finds your default profile. If it doesn't, read through the [Finding Mail Folders](#) topic to determine the correct location. With Thunderbird, the folder usually looks something like this:

```
<Application Data>\Thunderbird\Profiles\default\<code>.slt\Mail\Local Folders
```

In most cases, you'll want to leave the Filename field blank. This is especially important if you want the exported mail folder names to be the same as those in your source mail. Finally, before exporting your messages, make sure your mail client is closed. Once the operation is finished and you reopen your mail client, you should see your newly exported messages.

To reset the value of this field to the default folder location for the current target format, simply clear the field and double click in it with your mouse. Aid4Mail will then try to determine the appropriate target folder for you and enter the value.

Target Line Format

This option is available when you export your email to EML or generic mailbox formats. Only use it if you plan to transfer your converted files to a non-Windows operating system. Aid4Mail will adjust the format of line endings of exported emails to suit the selected operating system.

Outlook Personal Storage

This section is only displayed if you have chosen the PST output format. You can specify the Display Name for the new PST file and the name of the base folder that will be receiving the exported mail. The Display Name must contain a value; it is shown in the Outlook Folder List when you open the new PST file. The Base Folder value can either be a default Outlook folder name like Inbox or Sent Items, or any other name you choose. You can also specify a sequence of subfolder names by separating each name with a backslash. Example:

```
Inbox\Imported Mail\July 2007
```

The "Create Unicode PST" setting is only available if you have Outlook 2003, 2007, or a more recent version. When you enable this setting, Aid4Mail will create a PST file that has a storage capacity of up to 20 GB. The main drawback with [Unicode PST](#) files is that they are not compatible with MS Outlook 97, 98, 2000, and 2002. If you uncheck this option, Aid4Mail will create an [ANSI PST](#) file that is compatible with all versions of MS Outlook but has a storage capacity limited to 2 GB.

2.3.8 8. Target MAPI Folder

Target MAPI Folder

Select the MAPI folder that should receive the exported mail. If you do not see folder names listed in this screen, this could be due to one of the following reasons...

1. The target mail file is empty.
2. You are trying to access a [Unicode PST](#) file with a MAPI system that does not support the new format.
3. Extended MAPI is not properly installed or fully functional.
4. The MAPI profile details you provided were incorrect.
5. Your mail is on a remote computer that is not available.
6. A third-party utility is interfering with Aid4Mail (synchronization software, backup, anti-virus, etc.).

Note that Aid4Mail requires a fully functioning [Extended MAPI](#) system in order to access MAPI folders. Extended MAPI is usually not available if you have Office Outlook 98/2000 installed in the Internet Only Mode (IMO).

Create and save under following subfolder

Enter a name in this field if you want the imported mail stored in a new folder under the selected target MAPI folder. You can also specify a sequence of subfolder names by separating each name with a

backslash. Example:
Imported Mail\October 2009

2.3.9 9. Export Options

The export options available to you depend on the selected target format. Options that are not available are grayed-out and cannot be changed. The options for address exporting are different from those for other target formats and are explained further down.

Standard Export Options

1. Export Format

1.1 Preserve full message

Select this option to export the complete email message, including its [attachments](#) and [embedded contents](#).

1.2 Only keep rich content (attachments are removed)

Use this option if you do not want to keep attachments in the target format. Embedded contents like pictures are preserved. This option is useful if you want to reduce the size of your target files.

1.3 Only keep plain text message

Select this option to discard all attachments, embedded contents, and [rich text](#) formatting. Only [plain text](#) is preserved. Email headers are also simplified to preserve only the most important fields (like subject, date, sender, and recipients). Aid4Mail takes care of converting HTML messages into plain text so that no important information is lost. This option can significantly reduce the size of your target files.

Use the "Convert UTF-8 to ANSI" setting to define how messages based on the UTF-8 character set should be processed. When the box is checked, UTF-8 characters are converted to plain ANSI characters based on the default Windows character set. When unchecked, UTF-8 characters are preserved as-is. In most cases, messages will be easier to read when UTF-8 is converted to ANSI. However, characters that do not exist in the default character set are converted to a question mark (?). If messages become unreadable because of this, then you should leave this option unchecked.

2. Export Options

2.1 Restore source folder structure

When this option is set, Aid4Mail attempts to restore the original folder structure in the target format. When you export MAPI folders, Aid4Mail creates corresponding disk folders that contain the messages and subfolders matching the original structure. If this option is unchecked, all messages are saved under a single folder.

2.2 Extract attachments and embedded contents (saved in separate folder)

If your selected target corresponds to a generic mailbox format or EML files, you can save the messages with all contents extracted and saved in a separate folder. Aid4Mail saves the modified messages using the MIME External-Body Access-Type format defined in [RFC 2017](#). Using this setting has several advantages: a) attachments and embedded contents are easy to find and open with Windows Explorer or any other file manager; b) duplicate files are automatically removed; c) the total size of exported files can be significantly smaller than the source file(s). The big disadvantage with this format is that most mail clients do not understand it. However, you can always use Aid4Mail to pull file contents back into the messages if necessary.

2.3 Append messages to target mailbox file

If your selected target corresponds to a generic mailbox format, you can add messages to an existing file if this option is set. If the "Do not add duplicate messages" option is set, only new messages are

appended to the target file. If this option is unchecked, Aid4Mail will first make a backup copy of the target file if it already exists and then replace the contents with messages from the mail source.

2.4 Do not add duplicate messages

When available, set this option to block adding duplicate messages to the same target mail folder. Checking for duplicates with this option usually decreases processing speed and uses more system memory, though the impact is usually minimal.

Aid4Mail checks for duplicates by comparing the value of the [Message-ID field](#) in each processed email header. If this field is empty or missing (usually in outbound messages), Aid4Mail uses the email date and subject line for the comparison, or the whole message header if either of those values are blank; with MAPI messages (from Office Outlook or MS Exchange) however, Aid4Mail uses the email creation and submit dates, subject line, and stored message size for the comparison.

2.5 Use MD5 filenames

When you save messages to individual MSG, EML, or MHT files, you can choose to have their filename based on the message subject line or based on a unique (and usually shorter) [MD5 signature](#). If you plan to save your message files to a CD-ROM, it is recommended that you set this option. This ensures you won't encounter problems with filenames that are too long. The following example is an MD5 filename: `6a4b080de66b2dafb4f6bceb4916aaf4.eml`

The MD5 signature for Outlook MSG files is based on the unique [Message-ID field](#), which is normally present in the header of all received email messages. If this field is empty or missing (usually in outbound messages), Aid4Mail uses the email date and subject line to compute the MD5 value, or the whole message header if either of those values are blank; with MAPI messages (from Office Outlook or MS Exchange) however, Aid4Mail uses the email creation and submit dates, subject line, and stored message size to determine the MD5 value.

Note that a single different character in an EML or MHT message file will result in a completely different MD5 filename. Only two messages that are 100% identical will produce an identical MD5 filename. Unfortunately, when exporting messages from Outlook 2003 and more recent, most messages (those with a [MIME](#) format) will not produce the same MD5 filename each time you rerun the conversion with Aid4Mail. The reason is that Outlook uses a random element to create boundary markers between message parts. You can work around this problem by using the Aid4Mail `/MapiConvOff` [command-line switch](#).

Address Export Options

1. Comma separated values

Use this format if you plan to import your data into the address book of a mail client. By default, the file produced has a .csv extension. It contains two comma-separated columns of data, the first for the user name (when available) and the second for the user email address.

2. Tab separated values

This format is similar to the comma separated values option. Values are separated by tab characters instead of commas. By default, the file produced has a .tab extension. This format is ideal for importing addresses into a spreadsheet or database program.

3. Plain-text values

Select this option if you want to create a mailing list. Data is stored in plain-text format with one address per line. The addresses are formatted just as you would use them in a mail client (e.g. "User Name" <name@domain.com>)

2.3.10 10. Start Processing Mail

This screen shows you the main processing settings you have selected. In most cases, you will have to **close your mail client** before clicking on the Start button (this is not necessary with MS Outlook

though). Once you click on the Start button, Aid4Mail starts reading your source mail and processes it to the output format. The main window is updated as each item is processed. If the Launch box is checked and at least one mail was processed, Aid4Mail will open Windows Explorer, Internet Explorer, or MS Excel to show the newly created output files. If you want to start alternative applications, you will have to edit the Aid4Mail.ini file which is saved under the Applications Data folder. The path of the Aid4Mail.ini is usually similar to the following (change {User} with the appropriate user name):

```
c:\Documents and Settings\{User}\Application Data\Aid4Mail\Aid4Mail.ini  
or under Windows 7 and Vista:  
c:\Users\{User}\AppData\Roaming\Aid4Mail\Aid4Mail.ini
```

Make sure you close Aid4Mail before you edit its INI file. You can specify the alternative programs under the [LaunchApp] section in the INI file. Use the WebBrowser key to launch a different browser from Internet Explorer. Use the FileManager key to launch a different file manager from Windows Explorer. Use the XlsViewer key to launch a different spreadsheet application from MS Excel. The application name can be followed by command-line switches. Use the "%s" token to tell Aid4Mail where it must insert the name of the target folder or file. Example:

```
[LaunchApp]  
WebBrowser=NetCaptor.exe -nohome %s  
FileManager=Explorer.exe /e,%s  
XlsViewer=Excel.exe %s
```

If you are going to process large amounts of emails, you can improve speed and reduce memory usage by setting the "Skip filter details in log" checkbox. When set, this option tells the log screen to not show information about which messages are skipped as a result of the Aid4Mail filter settings.

Go to the [Skipped Messages](#) topic for a detailed explanation on the type of emails that Aid4Mail may have skipped during processing.

2.3.10.1 Skipped Messages

Once your messages have been processed, Aid4Mail displays information about the number of emails it has analyzed and processed. Depending on your settings, Aid4Mail may skip certain kinds of emails. Skipped messages are either duplicates, unpurged or invisible emails, messages not matching your filter settings, non-email items, empty emails (no header and body), or emails that were not processed or saved due to errors.

Duplicates are skipped if you set the "Do not add duplicate messages" checkbox on the [Export Options](#) screen or when Aid4Mail encounters empty emails (no header and body). Aid4Mail checks for duplicates by comparing the [MD5 signature](#) of each email; the comparison is based on the whole raw message (full header and body, and attachments if present). For Aid4Mail, duplicates are emails that are 100% identical. Supposing you have two emails that are identical except for one character, the MD5 signatures will not match and Aid4Mail will not treat them as duplicates. Empty emails are also counted in this category.

Unpurged messages are emails you cannot see in your mail client but that are stored in your mailbox files. They are the original copies of emails that have been deleted or moved from the mail folder. These type of messages disappear when you compact your mail folders. Note that Aid4Mail cannot see unpurged messages in MS Outlook because Extended MAPI doesn't provide procedures to find them. Unpurged emails can be extracted with the [Forensic and Enterprise](#) version of Aid4Mail by setting the "Include unpurged mail" checkbox on the [Mail Source](#) screen.

Filtered messages are typically emails that did not match your filter settings on the [Filter Options](#) screen. If your source mail is from a MAPI store (Office Outlook, PST) and the "Process only email messages" option is checked, non-email items such as Calendar, Contacts, and Tasks, are skipped and added to the Filtered count.

Errors that cause a failure to process or save a message are counted under this item. Such errors typically occur when you process a corrupted file, or malformed messages, or the file is locked by another process, or the target location is write protected, or the target lacks the necessary space for the new data.

2.3.11 Other Screens

2.3.11.1 Trial Mode

This screen is only displayed when Aid4Mail is running in trial mode. It usually shows up when you start Aid4Mail. There is an 8 second delay before you can continue to the main screen. You can click on the **Buy Now** button to connect to the Aid4Mail order page on the Web and purchase an activation code. Once you have an activation code, click on the **Activate** button to enter it and remove the trial mode.






When Aid4Mail is operating in Trial mode, it offers all the features available in [Aid4Mail Professional](#), but with the following limitations:

- A trial-mode information screen is displayed for at least 8 seconds each time you start Aid4Mail.
- Processing is limited to a maximum of 50 messages per mail folder.
- When exporting to the MHT format, the limit is 10 messages per mail folder.
- A trial tag is added to the subject line of every converted message.

When you purchase a license and [activate Aid4Mail](#), the above limitations are removed. Note, however, that if you purchase an [Aid4Mail Standard](#) license, the Professional features available during trial mode will no longer be available after activation. See the [comparison chart](#) for a list of features available in each version of Aid4Mail.

2.3.11.2 News and Updates

This screen is available through the **Check News & Get Updates** command in drop-down menu displayed after clicking on the **Software** button. Use it to check the Internet for news and software updates from Fookes Software. News items are organized by category. A single mouse click on a news item will display the corresponding Web page in your browser or starts a file download. Icons are displayed next to news items and have the following meaning:

-  The news item has either been added today or after you last displayed news.
-  The news item has already been displayed before.
-  The news item link points to an .exe Setup file.
-  The news item link points to a .zip file.
-  The news item is an email address link.

The News and Updates screen is useful to find out if a new Aid4Mail update is available. It also displays news about our other major releases and occasionally special offers that we make available to our users. Information is transmitted one way only, from our server to your computer. No information about you or your computer will be revealed during this operation. Aid4Mail determines locally what relevant news to display to you. See our [online FAQ](#) for more information about this feature.

Usually, [program updates](#) are downloaded and installed directly from within Aid4Mail — updating your software this way couldn't be easier. However, be aware that some download managers may take over this download process and interfere with normal operations. When this happens, you may see a prompt from Aid4Mail asking you to click a button once the download has been completed. With other download managers, the download may fail altogether. In this case, turn off your download manager and try again.

You can configure Aid4Mail to automatically check for news at regular intervals by checking the **Check**

for **news updates** setting. The **News and Updates** screen will automatically pop up if news items have been added or modified since the last viewing.

2.4 Forensic mode

The Aid4Mail Professional, Console, and Enterprise licenses offer the possibility to run the software in **forensic mode**. This special mode adds the following options:

- Process unpurged email from most mail clients (except Office Outlook).
- Restore unpurged email during export operation.
- Filter mail by content in both email header and message body.

If you are using Aid4Mail Enterprise (GUI), you can enable forensic mode by using the /F command-line parameter. Example:

```
Aid4Mail.exe /F
```

Aid4Mail Console provides the forensic options directly through the [command-line parameters](#). With Aid4Mail Professional, forensic mode is only available if you have purchased a [Forensic-examination license](#). In this case, Fookes Software sends you a special file that activates the features.

2.5 Aid4Mail Console

Aid4Mail Console (filename is a4m.exe) is a Win32-console version of Aid4Mail that is distributed with [Aid4Mail Enterprise](#), and the [Customer-service license](#) of Aid4Mail Professional. It cannot be purchased on its own. Aid4Mail Console can be run from batch files, the Windows Start/Run dialog, and any application that can execute other programs; all conversion options are set through [command-line switches](#). Unlike the other versions of Aid4Mail, the Console can process more than one PST file unattended. This capability is particularly useful if you need to process dozens or hundreds of PST files in a batch.

Aid4Mail Console uses [Exit Codes](#) to inform the calling process if a conversion was successful or if errors occurred.

2.5.1 Command-Line Parameters

Aid4Mail Console supports an array of command-line switches that you can use to configure mail processing tasks. The command line length should not exceed 2000 characters under Windows XP and NT. Basic syntax:

```
a4m.exe Source [Target] [/optional switches] [>filename]
```

Source [file name or specs, or "mapi", or "oe"]

Required parameter for finding the mail to convert. This can represent a token (mapi), or a PST, MSG, EML, Mozilla or other generic mailbox filename or search criteria (allows the wildcards "*" and "?"). Use double quotes if the Source name contains spaces. System variables are supported in the path name. Use the "mapi" token to access a MAPI profile; the default profile is used if no profile name is specified with the /n switch.

Use the "oe" token when you want to restore the folder hierarchy of Outlook Express 5.5 and 6.x using the current user profile. This feature only works if you have a working version of OE installed on your PC. Simply use the new token "oe" (without the quotes) as the source mail parameter to instruct Aid4Mail Console to convert mail from the current user profile. Example:

```
a4m.exe oe %Outlook%\Test.pst
```

The above example converts mail from Outlook Express to a new PST file called Test.pst, which is saved in the default file storage location for MS Outlook. You can open the newly created file through

the File/Open/Outlook Data File menu command in Office Outlook (older versions of Outlook may use slightly different names for the menu command.)

Target [file or folder name]

Optional name and/or folder for target mailbox file. This parameter must come second if used. If you do not specify a name, the program will save the exported mail into the current folder, or the "My Documents" folder if it is write protected. Use double quotes if Target contains spaces. System variables are supported. If you choose to export mail to the EML or MSG format, Target should represent a folder. If you export to an mbox format, Target can either represent a folder or file name. If the Target name ends with a backslash (\), the contents of each mail folder is stored into its own mbox file with a name matching that of the mail folder. If you want the exported files to use the same name as the source files, but with a different extension, use the asterisk wildcard followed by the extension. Example: *.txt -> files are created with the name of the source file and the TXT extension.

If you are exporting EML, MHT, or MSG files to the EML format, you can use the **{filename}** token to instruct Aid4Mail to create target message files that have the same name as the source mail files.

Redirecting output:

You can redirect the output from the console window to a file by ending the command line with a ">" character followed by a filename. This feature is particularly useful if you plan to run a4m as an uninterrupted batch process. Progress information and error messages are stored in the specified file. If an error occurs, no user input is required (like press Enter key to continue) so batch operations can continue unattended. Alternatively, you can also use the **/Unattended** switch if you do not want to redirect output.

2.5.1.1 Optional Switches

Aid4Mail Console optional command-line switches:

/s

Tells Aid4Mail to also search the subfolders for the Source criteria. This switch is ignored if the Source criteria is not a file name or search criteria.

/t

Depending on the criteria that you use, Aid4Mail creates subfolders in the target folder to separate mail from different source folder. If you do not want exported mail files split up into several subfolders, use the /t switch to force Aid4Mail to store all files in a single disk folder. When used with the /xls export option, all email items are grouped into a single worksheet page. However, this option is ignored if you are exporting with the /mht or /dbs switch.

/a

Appends message to target mailbox file if it already exists. If this switch is not used, a backup copy of the mailbox file is made before the export procedure starts. This option is ignored if you are exporting to MS Outlook, PST, EML, MHT, XLS, DBS, and MSG files.

/d

Allows the addition of duplicate mail in the target mailbox file. Starting with Aid4Mail 1.981, this switch is ignored as this is now the software's default behavior when the **/SkipDups** and **/SkipAllDups** are not used.

/b [/b="folder name"]

Use this switch to specify the base folder that will receive mail exported to a PST file or an Extended MAPI store. This option is ignored if you are exporting to other mail formats. Use double quotes if the folder name contains spaces. Use a slash "/" character to separate a parent folder name from the child folder name. Example:

/b="Inbox/Imported Mail"

/f [/f="folder name"]

Use this switch if you want to export mail from a specific folder in a PST file or accessed through Extended MAPI. This switch is ignored if the source mail is not stored in a MAPI folder. Use double quotes if the folder name contains spaces. You can use the wildcards "*" and "?" to broaden the scope of folder that should match the criteria. Folder names reflect the hierarchy arrangement, with a slash "/" character separating the parent folder name from the child folder name. Example: Inbox/Urgent (the Urgent mail folder is contained in the Inbox folder). Example #2: if you use /f="*Urgent", Aid4Mail will export mail from folders called "Urgent", "Inbox/urgent", "Sent Items/No Reply/URGENT".

/n [/n="name of profile"]

Use this switch if you want to specify a profile name that is different from the default one. Use double quotes if the profile name contains spaces. This switch is ignored if the source mail is not in a MAPI store.

/p [/p=password]

Use this switch if you need to specify a password for the specified PST file. Use double quotes if the password contains spaces. Note that this password has nothing to do with the profile password, which MAPI will prompt you to enter in a separate dialog box.

/store [/store=default OR private OR public]

This switch can have one of three values: "default", "private", or "public". It tells Aid4Mail to either use the default, Private, or Public information store. If this switch is not specified, the default information store is used.

/DisplayName [/DisplayName="PST display name"]

Use this switch to define a display name for a new PST file. By default, Aid4Mail creates a name like "Imported Folders (December 14, 2006)" if this switch is not used. This switch is ignored if the target doesn't represent a PST file.

/UseDateField

By default, incoming message dates used for creating file date stamps (eml, mht, msg, extracted attachments) and Microsoft Exchange delivery time are based on the server Received date instead of the header Date field. Use the /UseDateField to instruct Aid4Mail to extract the date from the message Date field instead of the server Received date.

/TimeZone

Use this switch to change the default time zone Aid4Mail uses when setting the date stamp of exported message files and date values in the corresponding column of MHT target formats. The switch accepts a time zone value in one of several formats: numerical, time zone abbreviation, time zone in short form, or Windows registry time-zone name. See the [Time Zones](#) topic for more information.

/IncludeTrash

Use this switch to process mail stored in the Trash, Junk, and Deleted Items folders. The names of such folders are stored in the files TrashFiles.dat and TrashFolders.dat that you will find in the Aid4Mail program folder. You can add more folder names to these two files if necessary (one name per line). The TrashFolders.dat file is for message folder names created by MAPI clients like Office Outlook. Aid4Mail uses the names stored in TrashFiles.dat to determine which mailbox files from other mail clients contain deleted or unwanted messages. By default, mail in these folders is ignored.

/IncludeUnpurged

Use this switch to process moved and deleted items found in mailbox files and folders that haven't been compacted. These email items are not usually visible in your mail client. Note that if you use this option with Outlook Express .dbx files, processed messages all have a certain degree of corruption as the deletion process partially damages the remaining email. By default, Aid4Mail skips messages that have been marked as deleted from a mailbox.

/IncludeAllItems

Use this switch when processing MS Outlook mail to include Calendar, Contacts, Tasks, and other non-email items during the export. By default, Aid4Mail will only process email items. Note that the current version of Aid4Mail only exports email-related fields so special data fields used in Calendar, Contacts, Tasks items are not exported.

/SkipDups

Use this switch to discard duplicates of emails that have already been saved in the target mail folder. This switch is ignored if **/SkipAllDups** is also used. Note that checking for duplicates with this option usually decreases processing speed and uses more system memory, though the impact is usually minimal.

Aid4Mail checks for duplicates by comparing the value of the [Message-ID field](#) in each processed email header. If this field is empty or missing (usually in outbound messages), Aid4Mail uses the email date and subject line for the comparison, or the whole message header if either of those values are blank.

/SkipAllDups

Use this switch to discard all duplicates of emails that have already been processed. Note that checking for duplicates with this option usually decreases processing speed and uses more system memory, though the impact is usually minimal.

Aid4Mail checks for duplicates by comparing the value of the [Message-ID field](#) in each processed email header. If this field is empty or missing (usually in outbound messages), Aid4Mail uses the email date and subject line for the comparison, or the whole message header if either of those values are blank.

/md5Name

Use this switch to produce EML and MHT files with their MD5 signature as filename. This switch only works with the /eml and /mht export formats described under the [Export Format Switches](#) topic.

/m [/m=mbox OR pine OR moz OR eudora OR mc_eudora OR calypso OR maildir OR eml]

Use this switch to help Aid4Mail determine your source format if it fails to do so automatically when you use wildcards for the source name. It can also be used without specifying any value (/m); in this case Aid4Mail performs less strict format checking on certain mailbox types. The following switch values are available:

mbox - use if source is a generic mailbox file (mbox, Berkeley mail format, BSD mail format, Unix mail format)

pine - use if source is a Pine mbox file with limited "From " escaping

moz - use if source is Mozilla Mail, Thunderbird, or Netscape

eudora - use if source is a Eudora MBX file

mc_eudora - use if source is a Macintosh Eudora mailbox file

calypso - use if source is Calypso Mail or Courier

maildir - use if source represents maildir folders

eml - use if source represents eml mail files

Example: a4m.exe c:\Mail*.* c:\Archives\Backup2007.zip /m=mbox /s /zip

/fast

Starting with version 1.96, Aid4Mail uses a slower method for reading generic mailbox files, including those created by Mozilla Thunderbird and Eudora. It does so to ensure it doesn't miss any emails when processing mailbox files that contain a mix of storage formats (e.g. a Mac or Unix mbox file imported in Windows Thunderbird with new messages added to it). If you are processing mailbox files that are entirely created by a single mail client, then you can increase performance without sacrificing reliability by using the /fast switch.

/MapiConvOff

Under Outlook 2003 and more recent, Aid4Mail uses a special MAPI feature to import/export mail from Outlook PST and MSG files, and Exchange server stores. The advantage of this new method is that it converts messages with non-Latin characters and certain special email types more reliably than the alternative method. The disadvantage is that it is usually slower than the other method, which does not use this special MAPI feature. Use the /MapiConvOff switch to turn off the special MAPI conversion feature when you are encountering issues with it or if conversion speed is important to you.

/NoFilterLog

If you are going to process large amounts of emails, you can improve speed slightly by using the /NoFilterLog switch. When used, this switch tells Aid4Mail to not show progress information about which messages are skipped as a result of the Aid4Mail filter settings.

/Temp [/Temp="folder name"]

By default, Aid4Mail stores temporary files in the Windows Temp folder under the logon user folder. Use this switch to specify an alternative location for storing temporary files. The folder name can include system variables; example:

```
a4m.exe /temp=%AllUsersProfile%\Aid4Mail\Temp
```

/Unattended

Use this switch to run Aid4Mail without user intervention. This feature is particularly useful if you plan to run a4m as an uninterrupted batch process. If an error occurs, no user input is required (like press Enter key to continue) so batch operations can continue unattended.

/ErrorLog [/ErrorLog="file name"]

See the topic [Error Log File](#) for details about this switch.

2.5.1.1.1 Export Format Switches

Aid4Mail Console optional Export Format command-line switches:

/mbox

exports the mail into an mbox-compatible (generic) mailbox file. This export option is used by default if none of the export format switches are specified and the target name has a different extension from .eml, .mht, .pst, .zip.

/moz

exports the source mail into a Mozilla-compatible mailbox file (Netscape, Mozilla, Thunderbird).

/pst

exports the source mail into a standard Outlook PST file (ANSI format). You can use the /b switch described above to specify which mail folder should be receiving the messages. This type of PST file has a maximum storage capacity of 2 GB and is compatible with all versions of MS Outlook. The Source cannot be a PST file or an Outlook profile. This switch is ignored if you use the "mapi" token (to access a MAPI profile) as the Target value. This switch is optional if you specify a target file with the .pst extension.

/unicodepst

exports the source mail into a Unicode PST file (Outlook 2003 only). You can use the /b switch described above to specify which mail folder should be receiving the messages. This type of PST file has a maximum storage capacity of 20 GB and is not compatible with Outlook 97, 98, 2000, and 2002. Note that this switch will create a regular ANSI PST file if your version of MS Outlook is older than Outlook 2003. The Source cannot be a PST file or an Outlook profile. This switch is ignored if you use the "mapi" token (to access a MAPI profile) as the Target value.

/msg

exports each MAPI source mail into a corresponding MSG file. The resulting filename is built from the message's subject line. The source must be a PST file or a MAPI mail folder. This switch cannot be

used if the source is also MSG files.

/eml

exports each source mail into a corresponding EML file. The resulting filename is built from the message's subject line, unless it is specified in the target parameter, or if you use the /md5Name switch. Aid4Mail also saves a Mail.tab file in the target folder, which contains a tab-delimited list of all the exported EML files (useful if you want to import mail in a database.) This switch is optional if you specify a target name with the .eml extension.

/mht

exports each source mail into a corresponding MHT file (HTML Web Archive). The resulting filename is built from the message's subject line, unless it is specified in the target parameter. The format is similar to EML files. MHT files can be viewed in Internet Explorer like a regular HTML file; embedded pictures are displayed in the browser window and attachments can be extracted by clicking on their link. Aid4Mail automatically creates Web pages that enable you to easily view your converted mail in Internet Explorer; just open the file index.html in your browser. This switch is optional if you specify a target name with the .mht extension.

/xls

similar to the /mht switch, but produces an index file for viewing in MS Excel instead of Internet Explorer.

/dbs

similar to the /mht switch, but produces an index file for importing mail data into a database.

/attachments

exports only the file attachments contained in the processed source mail. Aid4Mail also saves an Attach.tab file in the target folder, which contains a tab-delimited list of all the extracted attachment files.

/contents

exports only the file attachments and embedded contents contained in the processed source mail. Embedded contents (inline attachments) are saved under the "Embedded" folder and file attachments under the "Attach" folder. Aid4Mail also saves an Attach.tab file in the target folder, which contains a tab-delimited list of all the extracted files.

/addresses [/addresses=csv OR tab OR txt]

this feature is ideal if you need to rebuild an address book or to create a mailing list with addresses of people that have been corresponding with you. Aid4Mail automatically removes duplicates and sorts addresses in alphabetical order. You can specify the most appropriate output format after the equal sign: comma separated values (*.csv), tab separated values (*.tab), and plain-text values (*.txt).

/zip

exports mail into generic mailbox files (mbox) and stores them in a standard ZIP file. Attachments and embedded contents are stored under subfolders in the ZIP file. The resulting ZIP file is compatible with all popular ZIP utilities, like WinZip, and with Windows Explorer under WinXP. You must specify a target ZIP filename without wildcards (*, ?). If the target name already exists, Aid4Mail creates a backup of it and builds a new ZIP file. This switch is optional if you specify a target name with the .zip extension.

2.5.1.1.2 Special Processing Switches

Aid4Mail Console optional Special Processing command-line switches:

/extract

Attachments contained in exported mail are extracted and saved under the "Attach" folder. The advantage of this method is that attachments are easily accessible and the resulting mail files are

often much smaller. The disadvantage with this method is that many mail clients cannot access the extracted attachments. This switch is ignored if you're exporting mail to the MSG format.

/ExtractAll

Attachments and embedded contents contained in exported mail are extracted and saved under two subfolders. Embedded contents (inline attachments) are saved under the "Embedded" folder and file attachments under the "Attach" folder. The advantage of this method is that attachments are easily accessible and the resulting mail files are often much smaller. The disadvantage with this method is that many mail clients cannot access these extracted attachments. This switch is ignored if you're exporting mail to the MSG format.

/rich

Attachments in exported mail are discarded. Only the message text, formatting, and embedded contents are preserved. This switch can significantly reduce the size of the exported mail.

/plain

Attachments and embedded contents (e.g. pictures, sounds) in exported mail are discarded. Only the plain message text with no formatting is preserved. Email headers are also simplified to preserve only the most important fields (like subject, date, sender, and recipients). Messages based on the UTF-8 character set are converted to plain ANSI characters based on the default Windows character set. In most cases, messages will be easier to read when UTF-8 is converted to ANSI. However, characters that do not exist in the default character set are converted to a question mark (?). If messages become unreadable because of this, then you should use the /utf8 switch described below instead of /plain. The /plain switch can significantly reduce the size of the exported mail.

/utf8

This switch is similar to the /plain switch described above. The only difference is that UTF-8 characters are not converted to ANSI, they are preserved as-is. In most cases, messages will be easier to read when UTF-8 is converted to ANSI. However, characters that do not exist in the default character set are converted to a question mark (?). If messages become unreadable because of this, then you should use the /utf8 switch instead of /plain. The /utf8 switch can significantly reduce the size of the exported mail.

/Lf [/f=Mac OR UNIX OR Linux]

The line-format switch can have one of three values: "Mac", "UNIX", or "Linux". It is used when you export your email to EML or generic mailbox formats. Only use it if you plan to transfer your converted files to a non-Windows operating system. Aid4Mail will adjust the format of line endings of exported emails to suit the chosen operating system.

2.5.1.1.3 Filter Switches

Aid4Mail Console optional Filter command-line switches:

/dr=yyyy/mm/dd-yyyy/mm/dd

Defines a date range filter based on the email received date based on the moment it reaches your mail server. With outgoing mail, the received date takes the value of the sent date.

Dates use the international yyyy/mm/dd format (4-digit year/2-digit month/2-digit day). A hyphen is used to separate the two values that define the date range. The date on the left defines the start of the date range and the date on the right defines the end of the date range. You can leave out one of the date fields to include all messages at one end of the date-range spectrum.

In the following example, Aid4Mail will only process emails that were received during year 2004:

```
/dr=2004/01/01-2004/12/31
```

In the following example, Aid4Mail will only process emails that were received after year 2004:

```
/dr=2005/01/01-
```

In the following example, Aid4Mail will only process emails that were received before year 2004:
/dr=-2003/12/31

/ds=yyyy/mm/dd-yyyy/mm/dd

This switch is nearly identical to the /dr switch described above except that it is based on the email sent date. You cannot use the /dr switch at the same time as the other date switches.

/dc=yyyy/mm/dd-yyyy/mm/dd

This switch is nearly identical to the /dr switch described above except that it is based on the email client download date. You cannot use the /dc switch at the same time as the other date switches.

With some mail clients, there is no way to determine the email client download date; in these cases the email received or sent date is used instead. For emails that are stored as EML, MHT, or CNM files, Aid4Mail determines the download date from the file date stamp; this may not correspond to the date when the mail was actually downloaded by the mail client.

/Include="Words list filename"

Use this switch to filter mail by contents. Aid4Mail loads the words list from the specified file and searches each email for a match. Emails that do not contain any of the text criteria in the list are not processed. By default, Aid4Mail only searches the email header. You can extend the search to the message text by using the /x switch described below. See the [Words List File](#) topic to learn how to create such a file.

/Exclude="Words list filename"

Use this switch to filter mail by contents. Aid4Mail loads the words list from the specified file and searches each email for a match. Emails that contain any of the text criteria in the list are not processed. By default, Aid4Mail only searches the email header. You can extend the search to the message text by using the /x switch described below. See the [Words List File](#) topic to learn how to create such a file. You cannot use both the /Include and /Exclude switches at the same time.

/x

Only use this switch if you have defined a Words List with the /Include or /Exclude parameters. The /x switch instructs Aid4Mail to perform an extended search for matching words in both the email header and the message text. When this switch is not used, only the email header is searched. Note that using this switch can significantly slow down the filtering process.

2.5.1.1.3.1 Words List File

You can create a list of words stored in a file that Aid4Mail can use to search for matches in each message header. The list should contain one search criteria per line. The longer the list, the longer it will take Aid4Mail to filter each email. You can improve performance by placing the most common search terms at the beginning of the list.

Matching is case sensitive for lines that have one or more uppercase characters, and case insensitive for lowercase search criteria. A match only occurs if the search criteria covers whole words. For example, if your search criteria is "spam" (without the quotes), it will match the word "SPAM", but not "spammer". The search criteria "FREE" will only match the word "FREE", but not "free" or "FREEWAY". The search criteria "jane doe" will match "Jane Doe" and "JANE DOE", but not "Jane M. Doe".

You can negate the effect of a text criteria by starting it with a minus character (-). If you must start a regular search criteria with a minus or hyphen character, just add a second one to cancel the negate effect. A match with a negate criteria will reject a message if the "found in header" option is set, and will accept the message if the "not found in header" option is set.

You can start a text criteria with a plus character (+) to instruct Aid4Mail to combine it with the previous criteria. If you must start a regular search criteria with a plus character, just add a second one to cancel the *addition* effect. If the "found in header" option is set, the message is only accepted if it contains occurrences of the preceding and current criteria. If the "not found in header" option is set, the message is only rejected if it contains occurrences of both the preceding and current criteria. Note that the plus character is ignored if it follows a negate criteria. See example #3 below.

Message headers usually contain the email date, subject, sender name and address, recipient names and addresses, server relay path (or travel history), and sometimes organization name and mailer name. Typically, you will create search criteria with email addresses and/or keywords that may appear regularly in a message subject.

Words list example #1:

-spam@fookes.com
@fookes.com

Assuming the "found in header" option is set, Aid4Mail will accept all messages that have an "@fookes.com" address except those that have the address "spam@fookes.com". Other messages that do not have "@fookes.com" in the header are rejected. The order of the text search criteria is important here. If "@fookes.com" is placed before "-spam@fookes.com", then the negate criteria never gets tested because the message is already accepted because "@fookes.com" is found.

Words list example #2:

sexually-explicit
FREE
adult
debt
cialis
viagra
xanax
mortgage
mortgages
home owners
spam@fookes.com
@adpromailer.com
@wowdeals.net
@emailfactory

Assuming the "not found in header" option is set, Aid4Mail will reject all messages that have any of the listed search criteria in the header.

Words list example #3:

important@fookes.com
+aid4mail
important@fookes.com
+mailbag assistant

Assuming the "found in header" option is set, Aid4Mail will only accept messages that were sent to the <important@fookes.com> address and mention either the aid4mail or mailbag assistant products in the Subject line (or message body if you use the [forensic mode](#)).

2.5.2 Processing a List of Files

Aid4Mail Console can process file lists, which you can specify instead of a source mailbox file. File lists are plain text files that must have the .lst extension. Each line should represent a filename or file

search criteria. A file list must only contain one type of mail file to process; in other words, you cannot mix Eudora and Mozilla mailbox files in a single list.

Tokens and system variables are supported in the path name and you can use wildcards "*" and "?" in the file names. You will find details about the tokens and system variables under the topic [Useful Tokens and System Variables](#). You can instruct Aid4Mail to search subfolders for the specified criteria by beginning the line with a "+" sign.

File List Example:

```
%Thunderbird%\Local Folders\Orders Paid.msf
+%Thunderbird%\Local Folders\Test.sbd\*.msf
```

The above lines show two source criteria. The first instructs Aid4Mail to process the "Orders Paid" Thunderbird mailbox. The %Thunderbird% token tells Aid4Mail to substitute it with the Thunderbird mail storage path. The second line instructs Aid4Mail to process all mailbox files in and under the Test mailbox folder.

The name of the file list is used in place of the source mailbox name. It is the first parameter in the Aid4Mail Console command line. Example:

```
a4m.exe c:\Test\Files.lst %Outlook%\Test.pst
```

2.5.3 Exit Codes

Aid4Mail Console produces one of the following Exit Codes when it terminates processing:

- 0 = no error detected
- 1 = command-line error
- 2 = source file not found or format not recognized
- 3 = one or more errors occurred during mail processing
- 4 = could not run console or unexpected fatal error

2.5.4 Command-Line Examples

```
a4m.exe mapi /moz
```

-> The console exports all mail from the default MAPI profile and stores them in the the current folder, or the "My Documents" folder if it is write protected. The resulting files are named according to the mail folder names are are stored in Mozilla format.

```
a4m.exe oe %Outlook%\Test.pst
```

-> The console converts mail the current Outlook Express user profile to a new PST file called Test.pst, which is saved in the default file storage location for MS Outlook. You can then open the Test.pst file through the File/Open/Outlook Data File menu command in Office Outlook (older versions of Outlook may use slightly different names for the menu command.) Note that this feature only works if you have a working version of OE installed on your PC.

```
a4m.exe %Thunderbird%\*.msf %Outlook%\Test.pst /s /IncludeTrash
```

-> The console exports all messages from Thunderbird and stores them in the Test.pst file under the Outlook data folder. You can then open the Test.pst file through the File/Open/Outlook Data File menu command in Office Outlook (older versions of Outlook may use slightly different names for the menu command.)

```
a4m.exe "\\PC1\Outlook Express\*.eml" "\\PC2\MS Outlook\Test.pst"
```

-> The console exports all the EML messages into the "Outlook Express" folder on PC1 to the Test.pst Outlook file on PC2.

```
a4m.exe %AppData%\Microsoft\Outlook\Archive01.pst "%Temp%\MAPI mail.txt"
```

-> The console exports the messages contained in Archive01.pst and stores them in the mbox-compatible file "MAPI mail.txt" in the Windows Temp folder.

```
a4m.exe c:\Mail\*.eml mapi /PST /b="Imported Mail"
```

-> The console exports all the EML messages into the "Imported Mail" mail folder of the default MAPI profile.

```
a4m.exe c:\Netscape\Inbox.snm c:\Outlook\Mail.pst /b="Inbox/Netscape"
```

-> The console exports all the messages from the Inbox mailbox file into the "Inbox/Netscape" mail folder of the Mail.pst file. Aid4Mail creates the PST file and the specified mail folders if they do not exist.

```
a4m.exe "c:\My Mail\*.eml" "c:\My Mail\mailbox.mbox"
```

-> The console processes all EML files in the "c:\My Mail" folder and stores them in the mbox-compatible file "mailbox.mbox" in the same folder as the source files.

```
a4m.exe "%Thunderbird%\*.msf" %Temp% /s /eml
```

-> The console processes all Mozilla Thunderbird mail files in and under the Thunderbird Mail folder and stores each message as an EML file in the Windows Temp folder. Each EML filename is based on its message's subject line.

```
a4m.exe "C:\My Documents\mail\*.msg" "%Temp%\MSG mail." /s /moz
```

-> The console processes all MSG files in and under the "C:\My Documents\mail" folder and stores them in the Mozilla-compatible file "MSG mail." in the Windows Temp folder.

```
a4m.exe "c:\My Mail\backup.pst" "c:\My Mail\" /plain
```

-> The console exports all mail from the backup.pst file and stores them in the "c:\My Mail" folder. An mbox mailbox file is created for each mail folder processed and messages are saved as plain text (attachments and embedded contents are discarded).

```
a4m.exe "c:\pst archives\*.pst" "c:\My Mail\" /s /eml /ExtractAll
```

-> The console processes all PST files in and under the "c:\pst archives" folder. Each message is stored as an EML file in a disk folder that matches the name of the mail folder. All attachments and embedded contents are extracted from the messages and stored under the Attach and Embedded folders respectively.

```
a4m.exe mapi "c:\My Mail\backup.txt" /extract /store=private
```

-> The console is instructed to use the default MAPI profile, connect to the Private information store, then export all the mail into the "c:\My Mail\backup.txt" mbox file. Embedded content and attachments are extracted during the process. Embedded files are stored under the "c:\My Mail\Embedded" folder and attachments under the "c:\My Mail\Attach" folder.

```
a4m.exe "%Thunderbird%\*.msf" c:\Mail\Backup.zip /s
```

-> The console processes all Mozilla Thunderbird mail files in and under the Thunderbird Mail folder and stores them in the Backup.zip ZIP archive. File attachments and embedded contents are easily accessible by opening Backup.zip in a ZIP utility.

```
a4m.exe c:\Mail\Backup.zip c:\Mail\Extract\ /mbox
```

-> The console processes all mailbox files contained in the Backup.zip ZIP archive and extracts them in mbox format to the c:\Mail\Extract folder.

```
a4m.exe c:\Mail\Inbox.pst c:\Mail\Web /mht >log.txt
```

-> The console processes all mail in the Outlook Inbox.pst and saves them as MHT files with an index.html file for viewing in Internet Explorer. Progress information and error messages are redirected from the console window to the log.txt file.

The following batch script is useful if you want to run a conversion of Outlook Express mail to a PST file from a USB key (thumb drive) that you plug into each computer. For this type of conversion, you'll need to copy the following files to the USB key: a4m.exe, oetree.dll, *.dat, and the batch file.

```
Regsvr32 /s oetree.dll
a4m.exe oe $Outlook$\Test.pst
Regsvr32 /u /s oetree.dll
```

2.6 Fixing Attachment Folder References

Some email client programs like Eudora, Calypso, The Bat!, PocoMail, and Barca, extract attachments from messages and store them in a separate folder. A reference to the disk file is then inserted in the corresponding email to preserve the link between them. Unfortunately, email clients do not provide a means to update this reference when the location of the attachment folder is changed. When the link is broken, the message can no longer open the extracted contents.

Aid4Mail uses links stored in messages to find the corresponding attachments. If it cannot find the files at the indicated location, Aid4Mail searches for the location relative to the mailbox file being processed. When this fails, the extracted contents are lost during the conversion process. To avoid this, you can define a configuration file to tell Aid4Mail where to look for extracted attachments. To do so, create an INI file called **Tokens.ini** and save it in the Aid4Mail program folder or place it in the Aid4Mail folder under Application Data. Add the section **[SubstPaths]** followed by the old drive/path names and their corresponding new values. Example:

```
[SubstPaths]
D:\=C:\
C:\=\server\c$\
C:\Documents and Settings\William\=C:\Documents and Settings\Bill\
```

Typically, you will only enter one item under the [SubstPaths] section. But if your mail files have been moved around several times, you may have several different path references that need correcting. In this case, Aid4Mail will test each item sequentially until it finds the file or reaches the end of the list. You do not need to enter the full path to the attachments folder, but only the start until the changed part. Example:

```
[SubstPaths]
C:\Program Files\Eudora Pro\=C:\Program Files\Eudora 7\
C:\Program Files\Eudora 4\=C:\Program Files\Eudora 7\
C:\Program Files\Eudora 5\=C:\Program Files\Eudora 7\
C:\Program Files\Eudora 6\=C:\Program Files\Eudora 7\
```

Supposing your Eudora attachments are now stored under the following folder:

```
C:\Program Files\Eudora 7\Attach\
but were previously stored under:
C:\Program Files\Eudora Pro\Attach\
```

then the first item in the above example under the [SubstPaths] section will instruct Aid4Mail to modify the following attachment link:

```
C:\Program Files\Eudora Pro\Attach\Contract.doc
to this:
C:\Program Files\Eudora 7\Attach\Contract.doc
```

Alternatively, if you have attachment references pointing to many different places but have copied or moved all the files to one location, then you can use the special **Attachments** and **Embedded** values to identify the folder. Note that the **Embedded** value normally only applies to Eudora's embedded files. This feature makes it possible to simplify the example above:

```
[SubstPaths]
Attachments=C:\Program Files\Eudora 7\attach\
Embedded=C:\Program Files\Eudora 7\Embedded\
```

Supposing your Eudora sent attachments originally had the following names:

```
D:\My Documents\Word\Contract.doc
D:\My Documents\My Pictures\Drafts\Logo-1.jpg
D:\My Documents\My Pictures\Final\Logo.tif
but are now all stored in this folder:
F:\My Documents\Eudora\Attachments\
```

Create the following entry in your Tokens.ini file:

```
[SubstPaths]
Attachments=F:\My Documents\Eudora\Attachments\
```

that will then instruct Aid4Mail to look for the three attachment files in the following place:

```
F:\My Documents\Eudora\Attachments\Contract.doc
F:\My Documents\Eudora\Attachments\Logo-1.jpg
F:\My Documents\Eudora\Attachments\Logo.tif
```

2.7 Useful Tokens and System Variables

Aid4Mail supports tokens that represent either fully qualified folder names, system variables, or user-defined strings. A token must be delimited with either a percent character (%) or a dollar sign (\$). If you are going to use tokens in a batch-file script, you must use the "\$" character as a delimiter instead of "%".

The following tokens are defined in Aid4Mail and recognized under all versions of Windows:

%AppDat%

returns the Application Data folder of the logged on user

%AllDat%

returns the common Application Data folder shared by all users

%ExeDir%

returns the folder of the Aid4Mail program file

%ExeDrv%

returns the drive of the Aid4Mail program file

%UsbDrv%

returns the USB drive letter (e.g., E:) if Aid4Mail Enterprise is running with the USB option (see related /USB [command-line switch](#))

%MyData%

returns the folder used by Aid4Mail to store program settings

%MyDocs%

returns the Windows "My Documents" folder

%MyPics%

returns the Windows "My Pictures" folder

The following tokens are usually recognized if you have the corresponding mail client installed. These

tokens return the folder that contains the mail files if it exists:

%Agent%
%Barca%
%Eudora%
%Mozilla%
%Netscape%
%OE%
%Outlook%
%Pegasus%
%PocoMail%
%TheBat%
%Thunderbird%
%WindowsMail%

Depending on your mail client's setup, Aid4Mail may not find the correct folder containing your mail. If that happens the token returns an empty string. If you know the full path to your mail folder, you can redefine the token to the value of your choice (or create new tokens). To do so, create an INI file called **Tokens.ini** and save it in the same folder as the Aid4Mail program file (Aid4Mail.exe or a4m.exe) or place it in the Aid4Mail folder under Application Data. Add the section [Tokens] followed by the token names and their values. Token values can contain Windows predefined variables (see below). Example:

```
[Tokens]
Eudora=C:\Archives\2003
Thunderbird=%AppData%\Backups\Mail
Backups=D:\Backups\Netscape
```

The following lists a small selection of predefined system variables typically available under Windows 2000 and XP with examples of possible default values assuming "Administrator" is the name of the logged on user:

%AllUsersProfile%
C:\Documents and Settings\All Users

%AppData%
C:\Documents and Settings\Administrator\Application Data

%CommonProgramFiles%
C:\Program Files\Common Files

%ProgramFiles%
C:\Program Files

%SystemDrive%
C:

%SystemRoot%
C:\WINDOWS

%Temp%
C:\DOCUME~1\ADMINI~1\LOCALS~1\Temp

%UserName%
Administrator

%UserProfile%
C:\Documents and Settings\Administrator

%WinDir%
C:\WINDOWS

2.8 MIME Types and File Extensions

A MIME type is used to describe the message content and consists of a *type* and *subtype*; example: image/jpeg. Most MIME types have one or more associated file extensions; for example, the .jpg, .jpeg, .jpe extensions are associated with the image/jpeg MIME type. Aid4Mail uses this information when it needs to determine what file extension to add to an extracted attachment, or what MIME type it must assign to a file that it is inserting back into an email.

Aid4Mail uses two lists stored in plain-text files to determine the relation between MIME Types and File Extensions: **Mime-Ext.dat** and **Ext-Mime.dat**. If necessary, these lists can be edited by advanced users as long as the simple data format is preserved (one item per line and a tab character separates the two columns). In order to avoid losing edits when updating the Aid4Mail software, you should store custom versions of those two files in the Aid4Mail user folder under Application Data; example:

On a Windows 2000/XP system, look for
C:\Documents and Settings\\Application Data\Aid4Mail

On a Windows 7 and Vista system, look for
C:\Users\\AppData\Roaming\Aid4Mail

2.9 Time Zones

A time zone is a region of the World where a common standard time is used, usually referred to as the local time. Email messages usually include this information in the header date field. Most email programs convert such dates to your local time for display purposes. Doing so ensures that you can reliably sort messages from around the World by date no matter what time zone you are in.

Unlike an email client program, Aid4Mail usually does not have to adjust dates to a local time zone when converting mail to another format – the target mail program takes care of that when it displays email information. However, there are certain Aid4Mail tasks which require adjusting the date time zone. These include setting the file date stamp when Aid4Mail exports messages into individual files (EML, MHT, MSG) and also when it extracts attachments. Time zone adjustments to dates are also calculated when you export to one of the MHT target formats (Excel worksheets, Web pages, or database files).

Starting with Aid4Mail 1.987, dates are adjusted to your local time zone by default – just like your mail client program. Prior to that version, dates were adjusted to [UTC](#) time. If necessary, you can use the /TimeZone [command-line switch](#) (introduced in Aid4Mail 1.987) to change the default time zone used by Aid4Mail. The switch is supported by both the Aid4Mail GUI and the console version. The switch accepts a time zone value in one of several formats: numerical, time zone abbreviation, time zone in short form, or Windows registry time-zone name (starts with a \$ sign). Examples:

```
/TimeZone=+0100  
/TimeZone=CET  
/TimeZone=UTC-8  
/TimeZone=UTC+5:30  
/TimeZone="$Eastern Standard Time"
```

When you specify a time-zone name or abbreviation, or when you use the default local time (when this

switch is not specified), Aid4Mail will try to calculate the local date based on standard or daylight time. Aid4Mail determines the daylight time period based on settings in the **DST.dat** file or the Windows registry.

Time zone abbreviations and their corresponding offset values are stored in the **TimeZones.dat** file, under the Aid4Mail program folder. If necessary, these lists can be edited by experienced users as long as the simple data format is preserved (one item per line and a tab character separates the two columns). In order to avoid losing edits when updating the Aid4Mail software, you should store modified versions of the file in the Aid4Mail user folder under Application Data; example:

On a Windows 2000/XP system, look for
C:\Documents and Settings\\Application Data\Aid4Mail

On a Windows 7 and Vista system, look for
C:\Users\\AppData\Roaming\Aid4Mail

The list below shows the main time-zone abbreviations with daylight settings that Aid4Mail recognizes through the /TimeZone switch (settings stored in the DST.dat file):

ACST	Australian Central Time
ACWST	Australian Central Western Time
AEST	Australian Eastern Time
AET	Australian Eastern Time
AKST	Alaska Time
AST	Atlantic Time
AWST	Australian Western Time
CET	Central European Time
CST	Central Time
EET	Eastern European Time
EST	Eastern Time
GMT	Western European Time
MCK	Moscow Time
MET	Central European Time
MSK	Moscow Time
MST	Mountain Time
NZST	New Zealand Time
PST	Pacific Time
WET	Western European Time

2.10 Templates and Fields

Aid4Mail includes several templates that are used to create the target files for Internet Explorer, Microsoft Excel, and database import. These are stored in the Template subfolder of the Aid4Mail program folder. Advanced users can edit these to modify the format of the target files created by Aid4Mail during mail conversion. If you plan to edit template files, make sure you keep a backup copy of the original files. Also make sure you save backup copies of your modified templates before you install a new Aid4Mail update, or your custom templates will be overwritten by the default Aid4Mail templates.

IMPORTANT: Please note that Fookes Software does not provide support for custom templates. If you choose to create or modify a template, you accept that you will receive no help from Fookes Software's customer support service.

The following fields can be used in the Aid4Mail templates:

```
{attachment_count}
{attachment_names}
{attachments}
{date}
{display_date}
{mailbox}
{mailbox_file}
{message_file}
{message_id}
{message_name}
{Priority}
{recipient_bcc}
{recipient_cc}
{recipient_to}
{sender}
{sender_email}
{sender_name}
{size}
{size_kb}
{source_file}
{source_name}
{status}
{subject}
{target_folder}
{time_zone}
```

Aid4Mail Console and Aid4Mail Professional + Enterprise in forensic mode also support the following field, which inserts the [MD5 value](#) of the email message:

```
{message_md5}
```

2.11 Error Log File

Unfortunately, email conversions are not always perfect and errors can occur. These errors may result from corrupted mail files, missing attachment files, or software bugs. Starting with version 1.9, Aid4Mail automatically stores error messages resulting from email processing in a log file called ErrorLog.txt. By default, the Aid4Mail GUI (Standard, Professional, and Enterprise) saves the file under the "Application Data\Aid4Mail" folder, whereas Aid4Mail Console saves it in the program folder. Once email has been processed, Aid4Mail automatically opens the log file in the associated application (e.g. Windows Notepad) if errors were encountered.

The log is a tab-delimited file with 5 columns of data. The first column shows the error message, the second has the name of the file that is being processed, the third is the name of the mailbox, the fourth has the date taken from the email header, and the fifth the email subject line. In some cases, the three last columns may be empty if Aid4Mail wasn't able to retrieve the information before the error occurred. You can view this file in a text editor or a spreadsheet program like MS Excel.

You can use the /ErrorLog command-line switch to define an alternative filename for the log file. Aid4Mail recognizes "shorthand" tokens used in the path name; see the [Useful Tokens and System Variables](#) topic for more details. The following example will create a log file called "Conversion Errors.txt" that is saved in the Aid4Mail subfolder under the "My Documents" folder:

```
Aid4Mail.exe /ErrorLog="%MyDocs%\Aid4Mail\Conversion Errors.txt"
```

If you do not want any log file created, simply use the /ErrorLog command-line switch without a filename. Example:

```
Aid4Mail.exe /ErrorLog
```

If you do want a log file, but do not want it opened when email processing is finished, simply define a log filename without a file extension. Example:

```
Aid4Mail.exe /ErrorLog="%MyDocs%\Aid4MailErrors"
```

2.12 GUI Command-Line Switches

The regular version of Aid4Mail (as opposed to the console version) supports several command-line switches that you can use to alter some of its default features. You can specify several switches in the command line as long as each one is separated by a space. You can either use a forward slash (/) or a hyphen (-) to mark the start of a switch. If you need more control over operations through the command-line, please consider using [Aid4Mail Console](#), which is included in the Aid4Mail Enterprise and Customer Service packages.

`/acc`

`/acc=on`

`/acc=off`

Aid4Mail normally automatically detects when an [accessibility](#) feature is running, like a screen reader or High Contrast display mode, and sets itself in a mode that improves compatibility. Use this switch to override this detection and turn accessibility mode on or off depending on switch value.

`/acc=install`

Use this switch to copy screen reader configuration files for Window-Eyes, JAWS, and/or Dolphin Hal to the appropriate folder locations. These files inform screen readers how to deal with non-standard controls used in Aid4Mail.

`/m`

Aid4Mail checks both the file extension and contents to see if they conform with the selected source format. You can instruct Aid4Mail to be more "tolerant" with certain file types by running it with the `/m` command-line switch. This can be useful with files that start with a non-conforming format. Example:

```
Aid4Mail.exe /m
```

`/fast`

Starting with version 1.96, Aid4Mail uses a slower method for reading generic mailbox files, including those created by Mozilla Thunderbird and Eudora. It does so to ensure it doesn't miss any emails when processing mailbox files that contain a mix of storage formats (e.g. a Mac or Unix mbox file imported in Windows Thunderbird with new messages added to it). If you are processing mailbox files that are entirely created by a single mail client, then you can increase performance without sacrificing reliability by using the **/fast** switch.

Example: `Aid4Mail.exe /fast`

`/UseDateField`

By default, incoming message dates used for creating file date stamps (eml, mht, msg, extracted attachments) and Microsoft Exchange delivery time are based on the server Received date instead of the header Date field. Use the **/UseDateField** to instruct Aid4Mail to extract the date from the message Date field instead of the server Received date.

`/TimeZone`

Use this switch to change the default time zone Aid4Mail uses when setting the date stamp of exported message files and date values in the corresponding column of MHT target formats. The switch accepts a time zone value in one of several formats: numerical, time zone abbreviation, time zone in short form, or Windows registry time-zone name. See the [Time Zones](#) topic for more information.

`/MapiConvOff`

Under Outlook 2003 and more recent, Aid4Mail uses a special MAPI feature to import/export mail from Outlook PST and MSG files, and Exchange server stores. The advantage of this new method is that it converts messages with non-Latin characters and certain special email types more reliably than the

alternative method. The disadvantage is that it is usually slower than the other method, which does not use this special MAPI feature. Use the **/MapiConvOff** switch to turn off the special MAPI conversion feature when you are encountering issues with it or if conversion speed is important to you.

Example: `Aid4Mail.exe /MapiConvOff`

<code>/emlExt=ext</code>	Use this switch if you need to process EML files that do not have the standard .eml file extension. Set the "ext" value either to the corresponding file extension or use "*" to accept any file extension. Example: <code>Aid4Mail.exe /emlExt=txt</code>
<code>/ErrorLog</code>	See the Error Log File topic for details
<code>/trial</code>	Removes the local activation data files and starts Aid4Mail in trial mode. This switch is ignored if you are running Aid4Mail Enterprise.
<code>/std</code>	If you are running Aid4Mail in trial mode, by default it offers all the features available in Aid4Mail Professional. If you wish to evaluate Aid4Mail Standard instead, simply start the program with the /std command-line switch. Example: <code>Aid4Mail.exe /std</code>
<code>/RESET</code>	Resets all the Aid4Mail program settings to their default values.
<code>/RESETWND</code>	Resets the Aid4Mail window position at startup.

Aid4Mail Enterprise Switches

<code>/f</code>	In Aid4Mail Enterprise, you can enable forensic mode by using the /f command-line parameter. Example: <code>Aid4Mail.exe /f</code>
<code>/USB</code>	Use this switch if you have installed Aid4Mail Enterprise on a USB drive and want to keep program settings and temporary files on it instead of on the connected computer. Example: <code>Aid4Mail.exe /usb</code> You only need to use this command the first time you run Aid4Mail off a USB drive. Aid4Mail then stores the information in its INI file on the USB drive. To cancel the option, run Aid4Mail with the /usb=false command-line switch.
<code>/USER=FolderName</code>	By default, Aid4Mail stores per-user customization files under the Application Data folder: <SYSTEMDRIVE>\Documents and Settings\<<user>\Application Data or here under Windows 7 and Vista: <SYSTEMDRIVE>\Users\<<user>\AppData\Roaming Use the /USER switch to specify a different location for the Aid4Mail customization and temporary files. This option is particularly useful if you work with sensitive data (point to a folder on an encrypted drive) or simply do not want to leave files behind on the computer you're using (point to a removable drive like a USB key). Alternatively, you can also use this feature to share the same customization files with multiple users across a network. The folder name can include system variables; example: <code>Aid4Mail.exe /user=%AllUsersProfile%\Aid4Mail</code>
<code>/TEMP=FolderName</code>	By default, Aid4Mail stores temporary files in the Windows Temp folder under the logon user folder. If the /USB switch is used, temporary files are stored on the USB drive in the Temp folder. If the /USER switch is used, temporary files are stored in the Temp subfolder of the specified folder. Use this switch to specify an alternative location for storing temporary files. The folder name can include system variables; example:

Aid4Mail.exe /temp=%AllUsersProfile%\Aid4Mail\Temp

2.13 Glossary

2.13.1 ANSI PST

ANSI PST files can be created and read by all versions of Office Outlook. They are typically used to store mail, addresses, calendar items, and notes. Each file has a maximum storage capacity of 2 GB. Outlook 2003, 2007, and 2010 can create [Unicode PST](#) files that have a maximum storage capacity of 20 GB, but they cannot be opened in Outlook 97, 98, 2000, and 2002.

2.13.2 Attachment

An attachment is a file such as a word processing document, spreadsheet, graphics or sound that has been sent along with an email message. The contents of the attachment usually do not appear in the message itself, but instead must be opened separately.

2.13.3 Delimiter

Commas, quotes, spaces, tabs, semi-colons, words, phrases, line breaks, and mixtures of thereof (but not limited to), that are used to separate data. For example, an address book could have: Name,Address,City,State,Zip,Phone,Email; one line for each entry. The different items are separated by commas. The comma is the delimiter, because it separates the items from each other. Email clients use delimiters to separate each message in the mailboxes. It tells the program where one message ends and the next one starts. For example, Eudora uses "From ???@???" (without the quotes) at the beginning of a line to separate, or delimit the email messages from one another. Aid4Mail can make address books from email using commas or tabs as delimiters (or separators).

2.13.4 Embedded contents

Embedded contents are very similar to [attachments](#). However, unlike attachments, embedded contents appear in the message itself if the mail client is capable of rendering them.

2.13.5 EML files

EML files are local email messages usually created by Outlook Express and stored on disk with the .eml extension. These files can contain embedded content such as images and sound files.

2.13.6 Exchange mailbox

The delivery location for all incoming mail messages addressed to a designated owner. Information in a user's mailbox is stored in the private information store on a Microsoft Exchange Server computer. A mailbox can contain received messages, message attachments, folders, folder hierarchy, and more. Server applications for Microsoft Exchange Server are often designed with a mailbox for communication.

2.13.7 Folder

See [Message Folder](#) and [Mailbox](#).

2.13.8 Generic mailbox

A generic mailbox is a file that contains email messages that are stored in a non-proprietary format. All messages in a generic mailbox are concatenated and stored as plain text. Each message begins with a From_ line, continues with a series of non-From_ lines, and ends with a blank line. A From_ line means any line that begins with the characters F, r, o, m, and space. The file format complies with the [mbox standard](#), which most mail clients can read or import.

2.13.9 Information store

The default message store provider for Microsoft Exchange Server. The information store consists of three implementations of MAPI message stores: the [public information store](#), the [private information store](#), and the [personal folder store](#) (PST). The information store organization of public folders, private folders, and messages is referred to as the organization hierarchy. Another implementation of a MAPI message store is configured when a user works offline. It is called the offline folder store (OST) and mirrors the structure of the [mailbox](#) while offline.

2.13.10 Mailbox

The term "mailbox" refers to the files in which your mail program stores your emails. It includes the "[message folders](#)" of Office Outlook, Outlook Express, Pegasus, and other email clients. Mailboxes and folders generally mean the same thing, but if you tell somebody that is using Outlook to look in their Sent mailbox they might not understand you since Outlook uses the term folders all the time for their mailboxes.

2.13.11 MAPI

The Messaging Application Program Interface (MAPI) is an extensive set of functions that developers can use to create mail-enabled applications. The full function library is known as MAPI 1.0 or Extended MAPI. **Extended MAPI** allows complete control over the messaging system on the client computer, creation and management of messages, management of the client mailbox, service providers, and so forth.

Simple MAPI is a subset of Extended MAPI, which supports only basic messaging functionality. It includes functions to send and receive messages, and read mail stored in the Inbox.

2.13.12 MAPI folder

A MAPI folder is a kind of [message folder](#) that groups related messages in an internal file structure such as a PST file.

2.13.13 mbox

The mbox format is a common storage structure for email messages. An mbox is a single file containing zero or more email messages. A message stored in mbox format begins with a From_ line, continues with a series of non-From_ lines, and ends with a blank line. A From_ line means any line that begins with the characters F, r, o, m, space.

This format should not be confused with the Pine MBX format. Although there's only one character distinguishing the two format names, they are completely different and incompatible from each other. Aid4Mail does not read the MBX format.

You will find a more detailed definition on the [Wikipedia website](#).

2.13.14 MAPI store

A MAPI store can be an Exchange Server store or the [PST](#) (personal folders) file that is stored on a file system like any other file.

2.13.15 MD5

MD5 is a message-digest algorithm. The algorithm takes as input a message of arbitrary length and produces as output a 128-bit "fingerprint" or "message digest" of the input. It is conjectured that it is computationally infeasible to produce two messages having the same message digest, or to produce any message having a given pre-specified target message digest.

2.13.16 Message folder

A message folder represents either a [mailbox](#) file (Outlook Express, Eudora, Mozilla), or a disk folder (The Bat!), or an internal file structure (Office Outlook) that groups related messages together.

2.13.17 Message-ID

Message-ID is the name of a field usually present in the header of all email messages that have transited through a mail server. Its value, which is enclosed in angle brackets (<>), is required to be globally unique. That is, no two different messages should ever have the same Message-ID value. The uniqueness of the message identifier is normally guaranteed by the host which generates it. A common technique used by many message systems is to create a value with a time and date stamp along with the local host's domain name. Example: <972381.2319756@domain.com>.

2.13.18 MHT files

MHT files are very similar to EML files. The main difference is that [EML files](#) are usually displayed in Outlook Express (or any other compatible mail client) and MHT files in Internet Explorer (or any other compatible Web browser). Microsoft calls these files "Web archives."

A "Web archive" usually consist of a Web page and its contents saved in Multipurpose Internet Mail Extension HTML ([MHTML](#)) format with a .mht file extension. All relative links in the Web page are remapped and the embedded content is included in the .mht file, rather than being saved in a separate folder. The absolute references or hyperlinks on the Web page remain unchanged and the .mht file is viewed using Internet Explorer.

2.13.19 MHTML

MHTML stands for "MIME Encapsulation of Aggregate HTML Documents." It is an Internet standard that defines the MIME (Multipurpose Internet Mail Extensions) structure used to send HTML content in email message bodies. MHTML enables you to send and receive Web pages and other HTML documents using email programs such as Microsoft Exchange, Microsoft Outlook, and Microsoft Outlook Express. MHTML enables you to embed images directly into the body of your email messages rather than attaching them to the message.

2.13.20 MIME

Multipurpose Internet Mail Extensions (MIME) defines a format and general framework for the representation of a wide variety of data types in Internet mail.

2.13.21 Personal folder store (PST)

An information store at the client used to store an individual's personal folders if directed to do so by a rule. PSTs are often used so that messages will be accessible while the user is offline.

2.13.22 Plain text

A document that contains nothing but the standard range of numbers, letters and punctuation included in the ASCII character set. Plain text has no formatting code; so no type styles (e.g. bold and italic), embedded images or charts, etc. On the Windows platform, plain text documents typically have file names which end with the .txt extension. Plain text is the most portable format because it is supported by nearly every application on every machine.

2.13.23 Private information store

The MAPI message store implementation (part of the Microsoft Exchange Server information store) that stores mailboxes for users. While the [public information store](#) contains information to be shared between users, the private information store contains information to be secured from other users.

2.13.24 Profile

A file containing essential information used by mail clients, which may include the location of a recipient's Inbox, Outbox, address lists, information stores, and other information services.

2.13.25 Public information store

The MAPI message store implementation (part of the Microsoft Exchange Server information store) that stores public folders. While the [private information store](#) contains information to be secured from other users, the public information store contains information to be shared between users.

2.13.26 Recipient

The person to whom an email message is sent is the recipient.

In the Aid4Mail End User License Agreement (EULA), the term "recipient" means the natural person (not an entity such as a company, institution, school, or any other organization) to whom an email message is sent. If an email account is not assigned to a natural person, then the entity's corresponding service or department constitutes the "recipient"; for example, the Sales Department of an organization would be the recipient of the address <sales@domain.com> if more than one staff member is responsible for replying to messages sent to the email account.

2.13.27 Rich content

An email with rich content usually consists of a message with text in HTML or RTF format ([rich text](#)). These messages often have [embedded contents](#), like pictures, that are displayed in the message body.

2.13.28 Rich text

Also known as styled text. The result of adding information to [plain text](#). Examples of information that can be added include font data, color, formatting information, phonetic annotations, interlinear text, and so on. The most common forms of rich text are HTML, RTF, and SGML. When everything except primary content is removed from rich text, only [plain text](#) should remain.

2.13.29 Status Flags/Indicators

The symbols, icons, or text that is displayed in the message index grid which represent whether the message has been unread, read, forwarded, redirected, priorities, and attachments. Not all email clients and mailbox types display (support) all the different statuses, but most do. For instance, the Generic (mbox, Unix) mailboxes do not support Redirect and Forward statuses, and Office Outlook and Outlook Express do not differentiate the high from highest and low from lowest priorities; they just show high or low.

2.13.30 Styled Text

See [Rich Text](#).

2.13.31 TNEF

TNEF (Transport Neutral Encapsulation Format) is a proprietary format of email attachment used by Microsoft Outlook and Microsoft Exchange Server when sending messages formatted as Rich Text Format (RTF). Most non-Microsoft mail clients cannot decipher TNEF data. Consequently, when you receive a TNEF-encoded message with a non-Microsoft mail client, the TNEF part usually appears as an attached file (usually named WINMAIL.DAT).

2.13.32 Unicode PST

Unicode PST files are a new storage format introduced by Outlook 2003. They are typically used to store mail, addresses, calendar items, and notes. Each file has a maximum storage capacity of 20 GB,

which is 10 times more than [ANSI PST](#) files. Unlike ANSI PST files, they cannot be opened in Outlook 97, 98, 2000, and 2002.

2.13.33 Unpurged mail

When you move a message from one folder to another in your email client, or delete a message, the process is more complicated than it would initially seem. A copy of the message is placed in the appropriate destination folder, but the original message is not removed immediately. Instead it is flagged as "unpurged", and hidden from display, until such a time that the folder that contains it is compacted.

The reason for this behavior is to optimize the move/delete process by not having to reorganize a mailbox every time a message is removed from it. As mailboxes can become very large, and messages can usually be moved around without limitation, this can provide a considerable time-saving. However it also means that when you process a mailbox with Aid4Mail, the mailbox can potentially contain unpurged messages.

As these messages are generally unwanted, they are automatically skipped by the Standard and Professional versions of Aid4Mail. The Forensic and Enterprise versions (in [forensic mode](#)) offer an option to process unpurged mail, which is usually only required in a forensics context.

2.13.34 UTC

UTC is a time system called *Coordinated Universal Time*. Time zones around the World are expressed as positive or negative offsets from UTC.

3 Purchasing and License Agreement

3.1 Ordering Information

Pricing

Due to significant changes in currency exchange rates, we now only publish license pricing on our web site. Please visit the following page for up-to-date pricing:

<http://www.aid4mail.com/store.php>

Ordering Procedure

Orders are processed for us by Plimus. This U.S. order-taking company uses the highest level of protection throughout the entire order processes, from all order pages, through the storage of customer information, and credit card processing. This ensures that your private data will remain confidential. Plimus offers a variety of payment options: PayPal, Visa, MasterCard, American Express, Discover, Diners Club, JCB, Solo, Switch, Wire Transfers, Checks. Payments can be made Online, by Fax, by Mail or by Phone.

Please go to the following page to order Aid4Mail online:

<http://www.aid4mail.com/store.php>

Once your order is successfully processed, you will be emailed an activation code and/or a download link that you can use to remove the trial limitations. Sometimes these emails may be caught by your "Spam Protection" tool, or may be automatically sent to your "Junk" folder, please be sure to check those locations if you do not receive the emails shortly after your order.

In some cases, your email service may be experiencing a slowdown in email delivery – delays of several hours are possible in these situations. In other cases, your ISP may be blocking the emails before they even reach your account. When this happens, the only solution is for you to provide an alternative address to which we can send the registration emails.

At least two emails are sent to you, a Receipt and a Confirmation per product purchased. If you do not receive any of these emails please visit the [Plimus Customer Support](#) page for help. If doing so still doesn't help to resolve the issue, then please [contact us](#) and include as many details about your order as possible so that we can better assist you.

Purchase Orders

Purchase Orders are a means of paying for products on credit (i.e. first receiving the goods and paying later). This method is usually used by larger corporations and is available for orders exceeding \$99.00 USD. The way it works is as follows:

1. Request a Quote or Pro Forma invoice from Plimus. To do so, select the "Purchase Order" option from the field labeled "Method of payment" on the Plimus order form which you can reach through our [order page](#).
2. Fax your PO to Plimus according to the instructions provided in the Pro Forma invoice.
3. Plimus then enters your PO into their system, where it awaits our approval.
4. Once the PO is approved, the order is processed and the product delivered.
5. You will receive an invoice from Plimus with instructions on how to send payment.

3.2 Upgrade Policy

Minor updates and maintenance releases are free for users of the corresponding major version. In other words, if you purchased Aid4Mail v1.0, all updates up to v1.999 inclusive are available for free. A 50% discount will be available to licensed users of version 1.x upgrading to a corresponding license of version 2.x.

3.3 Refund Policy

All of Fookes Software's products can be evaluated, free of charge, through a [trial mode](#) or separate trial version that can be downloaded directly from our web site. Use the trial before you purchase to ensure that the full product will be compatible with your computer systems and satisfy your requirements. If you do not, you accept that the product may not meet your needs and that this will not justify a refund or chargeback. If you experience an issue with our software, then please contact our [customer support](#) service for help in solving the problem.

All sales are final and refunds are provided only for accidental duplicate orders. Refunds will only be made to the credit card or PayPal account through which the original purchase was made. An administration fee may apply in such cases to cover processing costs and third-party commissions.

Ordering a software license signifies your acceptance of this Refund Policy.

3.4 Software Piracy

Software piracy may be tempting to those who are not familiar with the risks. But far from being an innocent, victimless crime, software piracy exposes users to many cyber-security hazards like identity theft and malware such as viruses, worms, and trojans. It also weakens the value of intellectual property, which is one of the key drivers of innovation and the way millions of people earn a living.

When you buy authentic software, the benefits of ownership far exceed the software itself. Fookes

Software stands behind its products, and as a partner you can depend on us for customer support, important updates, and future upgrades. By purchasing our products legally, you gain peace of mind knowing that your programs are safe, stable, and absolutely free of viruses and other malware. You cannot put a price on that kind of confidence.

Report Piracy Confidentially

Software piracy, or unlicensed software is the unauthorized copying or distribution of copyrighted software. This can be done by copying, downloading, sharing, selling, or installing multiple copies onto personal or work computers. It is illegal, increases security risks and results in economic harm such as loss of jobs and tax revenue.

Visit the nopiracy.com site to report piracy confidentially. You could be eligible for a \$1 million reward.

3.5 End User License Agreement

This End User License Agreement (this "Agreement"), governs the terms and conditions of the Licensee's access and use of Aid4Mail software ("Aid4Mail"), and is made between the Licensee ("you") and Fookes Software Ltd, La Petite Fin 27, 1637 Charmey, Switzerland ("Fookes Software"). However, if you are using an Evaluation License as or on behalf of an entity, and/or have registered for any other license as or on behalf of an entity, such as a corporation, partnership, limited liability company or other entity, the term "you" used below refers to the entity which will be bound by this Agreement. You represent and warrant that you have power and authority to enter into this Agreement on behalf of the entity. This Agreement does not address any third-party or free or open source software separately licensed to you.

By clicking the "I accept the Agreement" option during installation and/or by accepting the Agreement on the online order form and/or by using Aid4Mail, you confirm your acceptance of, and agree to be bound by, this Agreement. If you do not agree to this Agreement or if you do not understand it, do not purchase, install, or use Aid4Mail.

In case you have another written agreement directly with Fookes Software, such written agreement prevails in the event of any conflict with the terms and conditions of this Agreement.

1. Definitions

"Software" means the version of Aid4Mail in executable form and documentation, including the console version that is supplied with certain license types, and including operation in trial mode, to which you are obtaining a no-charge evaluation license or purchasing another type of license.

"Trial Mode" means Aid4Mail Professional operating without a retail activation code and/or feature-unlocking file, and/or Aid4Mail Console Trial operating during a limited time period.

"Trial Package" means the Aid4Mail Professional setup file without any retail activation code and/or feature-unlocking file. The Trial Package is available for download from the public part of the Aid4Mail website.

"Use" means loading, installing, executing, displaying, performing and/or transmitting the Software for your internal business purposes, and not for distribution or resale.

"Organization" means an entity such as a company, institution, school, or any other organization.

"Staff Member" means an employee and/or individual contractor working for an Organization.

"Recipient" means the natural person (not an entity such as an Organization) to whom an email message is sent. If an email account is not assigned to a natural person, then the Organization's

corresponding service or department constitutes the "Recipient"; for example, the Sales Department of an Organization would be the Recipient of the address <sales@domain.com> if more than one Staff Member is responsible for replying to messages sent to the email account.

"Mail" means email messages, email files, mailbox files, mail folders, mail profiles, mail stores, and/or mail databases.

"Site" means an Organization's work location within a geographical area whose radius is 10 miles (16 km).

2. Software License Grants

2.1. Evaluation License

Subject to the terms and conditions of this Agreement, Fookes Software hereby grants you a non-sublicensable, nonexclusive, nontransferable license to Use the Software in Trial Mode without charge and for evaluation purposes only in a non-production test environment. You may make as many copies of the Software as is reasonably necessary for evaluating the Software. All copies must reproduce copyright notices. Files created by the Software in Trial Mode are for evaluation purposes only and must be destroyed once evaluation is complete.

Software in Trial Mode operates with limitations as described on the Aid4Mail website. By accepting this Agreement you also accept the limitations described on the Aid4Mail website.

2.2. Activation Codes

The Standard, Professional, and Forensic versions of Aid4Mail require product activation using a unique code (except when operating in trial mode). If you purchase a license to one of these versions, you agree to comply with the license activation and verification procedure described in part in this section of the Agreement, and more fully on the Product Activation page of the Aid4Mail website. The activation technology may prevent your use of the Software if you do not follow the activation process described in the Software.

Each activation code is tied to one Windows user account on one computer. An activation code may be moved from an old computer to a new one that replaces it, as long as it is not reused again on the old computer. Conditions for transferring an activation code to another user depend on the type of license purchased.

Moving an activation code to another computer or user account requires license re-activation through an Internet connection (unless you have received or purchased an offline validation code for the new location). The license validation server allows a reasonable number of re-activations within a certain time period. If the activation code exceeds the re-activation quota, it enters into lockout mode which disables further re-activations until the lockout period expires.

Licenses for the Enterprise version of Aid4Mail are not controlled by activation codes and can be operated from computers that are not connected to the Internet.

2.3. License Types

The specific license type is specified on the receipt for the software license that you purchased from Fookes Software. Each of the following licenses is subject to your compliance with the terms and conditions of this Agreement, including payment.

2.3.1. Single-User License for One Computer

Fookes Software hereby grants you the right to Use the Software with one activation code. The license is limited to one Windows user account on one computer and may only be used to process Mail

belonging to one Recipient, or the members of one Recipient's family living in the same home as Recipient if it was purchased exclusively for personal use.

An activation code may be moved from one Windows user account to another as long as the Mail under both accounts belongs to the same Recipient (or family member when the license is purchased for personal use in a home environment). Once an activation code has been used to process one Recipient's Mail, it may not be used to process another Recipient's Mail or transferred to another person (except for a family member when the license is purchased for private use in a home environment).

2.3.2. Single-User License for up to Three Computers

Fookes Software hereby grants you the right to Use the Software with up to three activation codes for Windows user accounts on the same or different computers. The three computers or user accounts must either all be in the same private home, or in an Organization used by a single Staff Member (for example, an employee's office desktop, travel laptop, and home computer.) The three activation codes may only be used to process Mail belonging to one Recipient, or the members of one family living in the same home as Recipient if they were purchased exclusively for private use.

An activation code may be moved from one Windows user account to another as long as the Mail under both accounts belongs to the same Recipient (or family member when the license is purchased for private use in a home environment). Once an activation code has been used to process one Recipient's Mail, it may not be used to process another Recipient's Mail or transferred to another person (except for a family member when the license is purchased for private use in a home environment.)

2.3.3. 10-User Site License

Fookes Software hereby grants you the right to Use the Software with up to 10 activation codes, each subject to the terms of a Single-User License for One Computer. These 10 activation codes may be used only at a single Site on computers owned by or leased to your Organization.

2.3.4. Single-User Forensic-Examination License

Fookes Software hereby grants you the right to Use the Software with one activation code, solely for forensic examination or e-discovery during a litigation or criminal procedure. A single license may be used to process Mail belonging to any number of Recipients under investigation as long as Aid4Mail can be operated from the computer and Windows user account on which Aid4Mail is activated. You may not use this type of license to process Mail as a service for clients or other external sources unless you purchase a license for each of them (a Customer-Service License may be more appropriate in this case).

An activation code may be transferred within your Organization from one Staff Member end user to another if the initial user is no longer employed by your Organization or is permanently reassigned to another post.

2.3.5. Customer-Service License

Fookes Software hereby grants you the right to Use the Software with one activation code, solely from a single computer to process Mail which belongs to Recipients to whom you provide bona fide services (students, clients, customers, organization members, etc.) ("Customers") or your Staff Members.

An activation code may be transferred within your Organization from one Staff Member end user to another if the initial user is no longer employed by your Organization or is permanently reassigned to another post. You may not make available the Software to Customers or other users, whether directly by offering access to the Windows account from which it can be used, or indirectly through a network system.

2.3.6. Enterprise Site License

Fookes Software hereby grants you a license to Use the Software on computers owned by or leased to your Organization at a single Site for up to a maximum of 2000 Staff Members per license, as well as on secondary computers used exclusively by such Staff Members for office work (e.g. travel laptop and home computer). It does not cover installation on computers which are owned by or leased to your Customers or other users.

This license is not transferable to another Organization, and does not allow you to use the Software as a service for Customers or other users that do not have their own license.

2.3.7. Enterprise Extended Site License

Fookes Software hereby grants you a license to:

(a) EITHER Use the Software on all computers owned by or leased to your Organization at a single Site for an unlimited number of Staff Members;

(b) OR to Use the Software on computers owned by or leased to your Organization at an unlimited number of Sites worldwide for up to a maximum of 2000 Staff Members whether at different times or concurrently.

This license also allows Use of the Software on secondary computers used exclusively by such Staff Members for office work (e.g. travel laptop and home computer). It does not permit Use on computers which are owned by or leased to your Customers or other users.

This license is not transferable to another Organization, and does not allow you to Use the Software as a service for Customers or other users that do not have their own license.

2.3.8. Enterprise Forensic-Examination License

Fookes Software hereby grants you a license to Use the Software on computers owned by or leased to your Organization at a single Site for up to a maximum of 10 users per license, whether at different times or concurrently, solely for forensic examination or e-discovery during a litigation or criminal procedure. You may process Mail belonging to any number of Recipients under investigation, but you may not do so as a service for Customers or other users external to your Organization unless they have purchased a license. This license is not transferable to another Organization.

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The Software is licensed, not sold. This Agreement only gives you the rights according to the chosen license type (section 2); Fookes Software reserves all other rights. Especially you may not: (a) modify, adapt, translate, rent, lease or sublicense (including offering the Software to third parties on an application service provider, web service or time sharing basis) the Software except to the extent explicitly permitted in any of the licenses above; (b) disable or block any licensing, rights management or control features of the Software except as an intended part of the Software's programming features; (c) assign, loan, resell, transfer, distribute or otherwise make accessible the Software, except as set forth in section 6; (d) modify, decompile, disassemble or reverse engineer the Software; (e) remove or modify any legal notices in the Software; or make more copies of the Software, other than for the use granted by the chosen license type (section 2) or for back-up purposes, except as set forth in sections 2.1 and 6.

It is your responsibility to make a back-up copy of the Software installation file and your registration details, including activation codes and passwords if any, off your computer and place these in a safe location that is not accessible to other users. If you manage activation codes for other users, it is your responsibility to keep track of which activation codes and passwords are assigned to which users.

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Fookes Software provides customer support that is generally free of charge and exclusively by email, to the extent that Fookes Software at its sole discretion shall determine to be reasonable. Fookes Software has no obligation to provide customer support for discontinued products and old Software versions that were released six months prior to the release of the latest update or upgrade.

You bear all responsibility for ensuring that email replies from Fookes Software can reach you. Fookes Software cannot be held responsible if its emails to you are blocked by your Internet service provider (ISP), or your email server, or your email program's spam/junk-mail filters. If necessary, you will provide an alternative email address that can receive emails from Fookes Software.

You acknowledge and agree that Fookes Software will not produce any solutions, bug fixes, and/or maintenance updates, for previous versions of Software upon availability of an update or upgrade.

4. Refund Policy

The Software in trial mode is available for download free of charge from the Fookes Software web site. It is intended to allow potential customers to evaluate before purchase, whether the Software is compatible with their computer systems, and will satisfy their requirements. As a result, all sales are final and refunds are provided only for accidental duplicate orders. Refunds will only be made to the credit card or PayPal account through which the original purchase was made. An administration fee may apply in such cases to cover processing costs and third-party commissions.

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Provided that you are distributing the then-current Trial Package (without activation code and/or feature-unlocking file) you are hereby licensed to make as many copies of the Trial Package as you wish; give exact copies of the original Trial Package to anyone; and distribute the Trial Package in its unmodified form via electronic means (Internet, BBS's, software distribution libraries, CD-ROMs, DVDs, etc.). You may charge a small distribution fee for the Trial Package, but you must not represent in any way that you are selling or licensing the Software itself. All copies must reproduce copyright notices.

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To Use an update or an upgrade of the Software or activation code ("Update"), you must possess a valid license to the updateable or upgradeable version of the Software or activation code you want to Update. You agree that once you start using an Update, you lose your right to Use the Software or activation code that was the basis of the Update ("Previous Version"). You also agree that you will not transfer a Previous Version to another person or entity, and that you may Use the Update only in accordance with the terms of this Agreement.

8. Compliance

You shall conduct your business in compliance with all laws and regulations in any way applicable to the Software or to the performance of your obligations under this Agreement. Without limiting the generality of the foregoing, you shall not take any action that would violate, or cause Fookes Software to be in violation of, any applicable law of the United States or any other jurisdiction including but not limited to the U.S. Foreign Corrupt Practices Act and all import and export laws, regulations and restrictions of the United States or any foreign agency or authority.

9. U.S. Government Rights

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Delphi Encryption Compendium version 5.2 (DEC Part I)

A compendium of various hash algorithms (like CRC32, MD5, and SHA-1), conversion algorithms (like MIME Base 64 and UNIX UU Format), and encryption algorithms (like Rijndael, XTEA, and RC4) for Delphi.

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FastMM library version 4.94: <http://sourceforge.net/projects/fastmm/>

FastMM is a fast replacement memory manager for Delphi Win32 applications that is designed to scale well in multi-threaded applications, is not prone to memory fragmentation, and supports shared memory without the use of external .DLL files.

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SZCodeBaseX library version 1.3.5b: www.szutils.net

SZCodeBaseX is a Delphi library with universal encode/decode algorithms for Base16, Base32 and Base64.

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This library, as modified by Fookes Software, and its usage are covered by the [Mozilla Public License v1.1](#). The modified source code for this library is available from <http://www.fookes.com/ftp/mpl/SZCodeBaseX.zip>.

ZLib library version 1.2.3: <http://www.zlib.net/>

zlib is a general purpose compression library.

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4 Other Information

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2. We listen to our users and try to implement feature suggestions that benefit others.
3. We are committed to providing excellent customer support by email.
4. We are upfront about our services and products (no "small print") so that you can make an informed buying decision.

Our Web sites

<http://www.fookes.com>
<http://www.aid4mail.com>
<http://www.toutmail.com>

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Fookes Software Ltd is registered in Switzerland and owned by its parent company Fookes Holding Ltd. The Fookes Software registration numbers are as follows:

- Reference Number: 2420/2008
- Federal Number: CH-217-3540396-6

Trade Register details:

Service du registre du commerce du Canton de Fribourg, Switzerland
<http://www.fr.ch/rc/>

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4.2 Contacting Fookes Software

Answers to most of the questions we receive already exist in our documentation. Before contacting us, we suggest you first look through our Help files and online FAQs; this will help you get a solution in the shortest time possible. Please also verify that you are using the latest software update before reporting a problem.

Technical support from Fookes Software representatives covers pre-sales questions, installation issues, license activation, and troubleshooting unexpected behavior related to documented features. It does not cover consulting, product training, help resolving unusual configurations, or assistance with developing scripts, templates, or search tasks. Troubleshooting software issues requires that you have the latest maintenance updates installed.

We reply to email on business days from Monday to Friday. We usually reply within 24 hours, but on occasions it may take up to 3 business days. Please take into account that your "urgent" message may reach us in the middle of the night – we are based in Switzerland (UTC+1). Note that technical support is provided by email only.

Due to the high volume of spam reaching us, we no longer publish our email addresses on our web site and in our documentation. As a result, it is now necessary to go through our [mail form](#) to establish the first contact. We apologize for any inconvenience.

If you need to contact us by post, our office address is as follows:

Fookes Software Ltd
La Petite Fin 27
1637 Charmey
Switzerland

Please do NOT send **Purchase Orders** to the above address. Aid4Mail sales are handled for us by Plimus Corporation. Address and fax details are provided by Plimus after you select "Purchase Order" as a payment method on the order form, which is available by first going through our [Order page](#). Plimus currently only accepts Purchase Orders (PO) for payments equal to or above \$99.00 USD.

4.3 Other Fookes Software Titles

ToutMail

This is a localized version of Aid4Mail for French-speaking users. It is the only software on the market that is capable of correctly processing mailbox files created with the French version of Eudora.

<http://www.toutmail.com/>

Mailbag Assistant

If you're buried in email, Mailbag Assistant is guaranteed to save you time and frustration. This user-friendly application complements your mail program and offers powerful tools to search, organize, extract information, and view your messages.

<http://www.fookes.com/mailbag/>

NoteTab Pro

For those who demand the best. NoteTab Pro offers all the features HTML authors, programmers, businesses and other demanding users need to speed up their work. The registered version adds a thesaurus and a multilingual spell checker.

<http://www.notetab.com/>

4.4 Popular Mail Clients

Eudora (www.eudora.com)

Eudora is one of the oldest Personal Computer based mail clients. Its features include multiple address-book-formatting options and the ability to filter, redirect, and forward mail. Eudora is available in different flavors, including a free version. It is no longer being developed by QUALCOMM.

Foxmail (fox.foxmail.com.cn/english)

Foxmail is a popular email client, especially in China, with more than 3 million users. The English version is also widely used in more than 20 countries. Freeware.

Mozilla Thunderbird (www.mozilla.org/products/thunderbird)

Thunderbird is a free, open-source and cross-platform mail client for most operating systems including, but not limited to, Windows, Linux and Macintosh. It is based on the Mozilla codebase. It is a robust and easy to use client, similar to competing products like Outlook Express, but with some major advantages such as junk mail classification.

Office Outlook (www.microsoft.com)

In its latest incarnation, Office Outlook is a rock solid mail client with a very extensive feature set including full MAPI support. It is the most popular mail client in the corporate world. Commercial.

Outlook Express (www.microsoft.com)

The free mail client from Microsoft that is fully integrated with Windows XP and earlier versions.

Windows Mail (www.microsoft.com)

The free mail client from Microsoft that is fully integrated with Windows Vista. It is now replaced by Windows Live Mail on Windows 7.

Windows Live Mail (www.microsoft.com)

Windows Live Mail is the email client from Microsoft's Windows Live set of products. It is intended to be a replacement for Outlook Express on Windows XP and Windows Mail on Windows Vista.

Pegasus Mail (www.pmail.com)

Pegasus Mail is a free, standards-based electronic mail client suitable for use by single or multiple users on single computers or on local area networks. It has special support for Novell NetWare LANs that allow it to operate intuitively and with almost no maintenance.

PocoMail and Barca (www.pocomail.com)

PocoMail was developed from the ground-up to protect users from viruses and spam that plague other commonly used products. This means that PocoMail is powerful, fast, secure, safe, and easy to maintain. Shareware.

Barca is based on PocoMail and includes many extras including a flexible Calendar, Tasks and Planner to schedule events, popup Notes to gather information and Diary to keep track of your daily activities; all united with a smart interface.

The Bat! (www.ritlabs.com/the_bat)

The Bat! is an email application that supports multiple POP3 accounts, multithreading, MIME and UUencode standards, multimedia, APOP authorization, and PGP. You also will find a fast and comfortable message editor with text highlighting, as well as a mail dispatcher for managing messages on servers. Shareware.

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