

CryptoMail.org

CryptoMail Users FAQs

Peter Leung (pleung@cryptomail.org)
Version 0.10
September 25, 2000

Table of Contents

1. CryptoMail Users Meta-FAQs	1
1.1 What is the CryptoMail Users FAQs?	1
1.2 Where can I get the CryptoMail Users FAQs?	1
1.3 Who maintains the CryptoMail Users FAQs?.....	1
1.4 How do you submit your comments?.....	1
2. About CryptoMail.org.....	2
2.1 What is CryptoMail.org?.....	2
2.2 What kind of security features does CryptoMail promote?.....	2
2.3 Why should security features be important to you?	2
2.4 Who maintains CryptoMail.org?	2
3. About CryptoMail Service.....	3
3.1 What is the CryptoMail Service?	3
3.2 Who uses the CryptoMail Service?	3
3.3 What do I need to sign up to get the CryptoMail Service?	3
3.4 Do I need an email address to sign up to the CryptoMail Service?	3
3.5 Where can I sign up to the CryptoMail Service?.....	3
3.6 What happens if I forgot my login password for the CryptoMail Service?.....	3
3.7 Can I have more than one email account at the CryptoMail Service?.....	4
3.8 Can I move my email box to another server from CryptoMail Service alliances?.....	4
3.9 Can I send email to people outside the CryptoMail Service?	4
3.10 Can I receive email from people outside the CryptoMail Service?	4
4. About CryptoMail Email System	5
4.1 What is the CryptoMail Email System?	5
4.2 Who uses the CryptoMail Email System?.....	5
4.3 What are the CryptoMail Email System's system requirements?	5
4.4 What kind of license agreement does the CryptoMail Email System use?	5
4.5 Where can I get the CryptoMail Email System?	5
4.6 How do I host my CryptoMail Email System?	6
4.7 How do I maintain my CryptoMail Email System?	6
4.8 How do I get more information about the CryptoMail Email System?	6
5. Getting Help	7
5.1 Where can I get more help about the CryptoMail Service?.....	7
5.2 Where can I get more help about the CryptoMail Email System?	7
5.3 Who can I ask for more help?	7
6. Legalese.....	8

1. CryptoMail Users Meta-FAQs

1.1 What is the CryptoMail Users FAQs?

The CryptoMail Users FAQs is an introduction document for users to get answers about our organization, services and email system. If CryptoMail is new to you, you should start reading this document. In this document, you will find answers that help you to get the best use of CryptoMail.org and our alliances.

For developers, you should go to the CryptoMail Developers FAQs for answers about helping CryptoMail.org to develop our email system. For system administrators, you will find answers about maintaining our email system in the CryptoMail System Administrator FAQs. If you have more questions about the client and server of our email system, the CryptoMail Client/Server FAQs will provide you with the best answers.

1.2 Where can I get the CryptoMail Users FAQs?

You always can get the latest version of the CryptoMail Users FAQs from the website of CryptoMail.org (<http://www.cryptomail.org/faqs/users.html>). Furthermore, this document should also be included with the binary and source code distributions of CryptoMail Email System.

1.3 Who maintains the CryptoMail Users FAQs?

The CryptoMail Users FAQs is maintained by one or more members in the CryptoMail.org. If you are interested in helping our documentation projects, please contact Peter Leung (pleung@cryptomail.org).

1.4 How do you submit your comments?

From time to time, the CryptoMail Users FAQs will be updated to reflect the most up-to-date information. If you have any questions or comments about the CryptoMail Users FAQs, you should check the latest version of this document first before submitting your comments. When you have a comment to submit, you should send it to the author of this document, Peter Leung (pleung@cryptomail.org).

2. About CryptoMail.org

2.1 What is CryptoMail.org?

CryptoMail.org is a nonprofit organization that devotes its energy to promote the freedom of private communications to the general public. The organization was founded in Fall of 2000.

In October 2000, CryptoMail.org released the first version of the CryptoMail Email System in binary and source codes distribution to public under the GNU General Public License. The open source distribution allows many programmers to foresee any security flops in the email system. With the freedom of distribution, security fixes can be revised and released faster to the users.

2.2 What kind of security features does CryptoMail promote?

CryptoMail promotes security features that support security at the transport level and end-to-end message security. At the transport level, all communications between the user and the server are enforced by a way of an encrypted session. End-to-end message security means that a public/private key scheme is used in the message layer for all message exchange.

2.3 Why should security features be important to you?

The security at the transport level and end-to-end message security features are important to you, because those features discourage eavesdroppers at the network layer and prevent anyone from viewing the contents of the message. Thus, only intended recipient can read the contents of the message regardless the security of network and server.

2.4 Who maintains CryptoMail.org?

CryptoMail.org is maintained by one or more members in the CryptoMail.org. If you are interested to become a member, please contact Peter Leung (pleung@cryptomail.org).

3. About CryptoMail Service

3.1 What is the CryptoMail Service?

The CryptoMail Service is a free web-based email service with security features that protect your privacy. By signing up for an email account in the CryptoMail Service, you will get a free email account that allows you to send and receive email from any Java enabled browser.

3.2 Who uses the CryptoMail Service?

Students, professors, developers, system administrators, webmasters and many other people who have concern for their privacy use the CryptoMail Service. And of course, all members in the CryptoMail.org use the service to communicate with each other.

3.3 What do I need to sign up to get the CryptoMail Service?

You need a web browser such as Microsoft Internet Explorer and Netscape Navigator with 128-bit encryption (SSL) to sign up to get the CryptoMail Service, and you require to pick a user name (<username>@cryptomail.org) and a password for your email account.

3.4 Do I need an email address to sign up to the CryptoMail Service?

You do not need an email address to sign up to the CryptoMail Service. Moreover, CryptoMail.org will never ask you anything about your personal information (e.g. your name, address and etc.) for signing up to our service.

3.5 Where can I sign up to the CryptoMail Service?

You can sign up to the CryptoMail Service from our new email account sign up page (http://www.cryptomail.org/cryptomail/sign_up.html) at any time of the year.

3.6 What happens if I forgot my login password for the CryptoMail Service?

If you forgot your login password to your email account, you will never able to read your email message in your account. CryptoMail.org cannot reset the password of your email account.

Note: You should never give your personal information (e.g. your name, address and etc) for problems with your email account.

3.7 Can I have more than one email account at the CryptoMail Service?

Yes, you can have more than one email account at the CryptoMail Service. You should keep minimum number of email account at our service, so you have fewer passwords to remember. If you forgot your password to your email account, you will NEVER able to read your email messages.

3.8 Can I move my email box to another server from CryptoMail Service alliances?

You cannot move your email box to another server from CryptoMail Service alliances. In the future, you may able to do so by exporting and importing your email box from our alliances to our server.

3.9 Can I send email to people outside the CryptoMail Service?

Yes, you always can send email to anyone outside the CryptoMail Service, but the exchange of the email will not be protected by our encryption software. In the future, you may able to send encrypted message to an email address where its email server is using CryptoMail Email System.

3.10 Can I receive email from people outside the CryptoMail Service?

Yes, you always can receive email from anyone outside the CryptoMail Service, but the exchange of the email will not be protected by our encryption software. In the future, you may able to receive encrypted message to an email address where its email server is using CryptoMail Email System.

4. About CryptoMail Email System

4.1 What is the CryptoMail Email System?

The CryptoMail Email System is a client and server email application with security at the transport level and end-to-end message encryption. The client is written in Java so that it can run on any Java enabled web browser (IE and Navigator), and the server is designed to work with any computer with an httpd (based on NCSA) server and a MySQL server. For detail information about the client and the server, please go to the CryptoMail Client/Server FAQs.

4.2 Who uses the CryptoMail Email System?

Universities, corporations, government and any organizations who has concern for their privacy have be using the CryptoMail Email System. Currently, only organizations inside the United States are using our email system.

4.3 What are the CryptoMail Email System's system requirements?

The CryptoMail Email System has different system requirements for its client and server. The client is a web-based application that will run on any web browser with Java capabilities such as Microsoft Internet Explorer and Netscape Navigator with 128-bit encryption (SSL). The server requires a web server and a MySQL server. For detailed information about system requirements that match the version of your CryptoMail Email System, please read the System Requirements that comes with the distribution or go to System Requirements at CryptoMail.org.

4.4 What kind of license agreement does the CryptoMail Email System use?

CryptoMail Email System is written and distributed under the GNU General Public License which permits theirs source codes to be freely-distributed and available to the general public in the United States of America. CryptoMail Email System contains encryption technology that is subject to the U.S. Export Administration Regulations and other U.S. law that restrict us to distribute our application inside U.S. Currently, CryptoMail.org is applying the export license. The next version of our email system should be available for outside U.S.

4.5 Where can I get the CryptoMail Email System?

You can get the latest and the official CryptoMail Email System from Download at CryptoMail.org.

If your organization is interested in becoming a mirror site for distributing CryptoMail Email System, please contact Stan Osborne (stan@cryptomail.org).

4.6 How do I host my CryptoMail Email System?

You need a web server and a MySQL server to host your CryptoMail Email System. If you want your CryptoMail Email System to send and receive email over the Internet, you will need an IP address and a Sendmail email server. Currently, The CryptoMail Email System is supported on Linux platform, but the system should also run on other platforms that can run a web server and a MySQL server.

The best way to find information about hosting the CryptoMail Email System, you should read the CryptoMail System Administrators FAQs and the HOWTOs at CryptoMail.org.

4.7 How do I maintain my CryptoMail Email System?

The CryptoMail Email System requires minimal maintenance to operate. Since encrypted messages are generally larger than the original messages, you should check for the database disk usage. Although the client of CryptoMail Email System will close its encryption session nicely most of the time, you should check for any ghost sessions (an active encryption session without client). Fortunately, the CryptoMail Email System comes with an administration module that allows you to keep the system running as long as you want.

The best way to find out information about maintaining the CryptoMail Email System, you should read the CryptoMail System Administrators FAQs and the HOWTOs at CryptoMail.org.

4.8 How do I get more information about the CryptoMail Email System?

You can find more information about the CryptoMail Email System in the CryptoMail System Client/Server FAQs. If you are interested in running the CryptoMail Email System, you should go to Getting Started at CryptoMail.org.

5. Getting Help

5.1 Where can I get more help about the CryptoMail Service?

You can get more help about the CryptoMail Service by going through other documentation in CryptoMail.org. The Users Manual has information about using our service such as logging in, sending message and etc. The HOWTOs provide help on specific topic that you may have.

For problems related to your email account, you can send email to help@cryptomail.org. Note: You should never give your personal information (e.g. your name, address and etc.) for problems with your email account.

5.2 Where can I get more help about the CryptoMail Email System?

You can get more help about the CryptoMail Email System by going through other documentation in CryptoMail.org. First, you should read the CryptoMail Developers FAQs, the CryptoMail System Administrators FAQs and the CryptoMail Client/Server FAQs. The Client/Server Manual has information about running and using our email system. If you need help about a specific topic, you should try to find it in the HOWTOs.

5.3 Who can I ask for more help?

CryptoMail.org does not provide additional help for individuals. If you are looking for help about your email account in our service, you can try to ask help@cryptomail.org. From the System Administrators Forum, you may find people to answer your questions about running the CryptoMail Email System. If you need special help on our service or email system, you can find people in the Contributors Forum where they may willing to provide help for you.

Note: You should never give your personal information (e.g. your name, address and etc.) for problems with your email account.

6. Legalese

All trademarks and logos are used for identification purposes only and are owned by their respective companies. CryptoMail.org does not guarantee any satisfaction and does not provide any warranties about this document (CryptoMail Users FAQs). This document is posted as public domain information. If you decide to quote any information from this document, you must attribute and state the source of this document. Copyright © 2000 CryptoMail, Inc. 900 Bush St Suite 715, San Francisco, CA 94109-6390. All rights reserved.

Peter Leung (pleung@cryptomail.org) wrote the first version of this document in 2000. Mail me if you have any questions about this document.

CryptoMail Users FAQs, Version 0.10, 9/25/2000