

Getting Started: UUPlus Installation

Installing UUPlus Personal on Windows.

To install UUPlus on Windows, run [UUPlus6_Win.exe](#) that you downloaded from the UUPlus web site. You will be presented with several informational screens.

If you get run time errors you might not have your Windows system updating, so get the Windows Runtime Lib from the Downloads page on the UUPlus Web Site. Run VC_redist.x86.exe once it is downloaded, then install UUPlus again.

The first prompt is the WinZip self Extractor screen, click the [Ok](#) button. You'll see the unzip progress bar and then be presented with the UUPlus logo screen. Click [Next](#) to continue, note that there is a software license agreement and click [Accept](#).

Next you will be prompted for the Installation directory. It is recommended to install UUPlus in the default directory, [C:\UUPlus6\](#) ([D:\UUPlus6\](#) or [C:\Apps\UUPlus6\](#)) would be fine as well. **Do not** install UUPlus in any directory that has *space characters* in the directory name, such as under "C:\Program Files\", or in the UUPlus version 5 directory. Click [Next](#) to continue.

If the program files were copied correctly you'll be presented with some information about what to do in the following screen, you might actually want to read this page. Click [Next](#) to continue, then skip down to the section on New Accounts.

Also note that you don't want to copy UUPlus6_Win.exe to the directory you will install UUPlus into, this will cause the installation to fail. In other words, don't copy the download into C:\UUPlus6\ and run it from there, run it from the directory you downloaded it to.

Installing UUPlus Personal on the Mac.

To install UUPlus on the Mac, double-click on the downloaded "UUPlus6_Mac.zip" file. This creates the folder "UUPlus6_Mac" and unzips all the files. Navigate into this folder (double-click it) and then double-click on "setup6.app.tar" (may be displayed as "setup6"). This will extract "setup6.app" with the UUPlus icon. Double-click on setup6.app to launch the installer.

The UUPlus logo screen will pop up, click [Next](#) to continue, note that there is a software license agreement and click [Accept](#).

Next you will be prompted for the Installation directory. It is recommended to install UUPlus in the default directory. Click [Next](#) to continue.

If the program files were copied correctly you'll be presented with some information about what to do in the following screen, you might actually want to read this page. Click [Next](#) to continue, then skip down to the section on New Accounts.

Tip: You might want to create a link to UUPlus6.app on your desk top or in the Dock bar while you have the Finder window open.

Installing UUPlus Personal on Linux.

To install UUPlus on the Linux, open your [file browser](#) and create a sub folder in your Home folder named "UUPlus" and navigate to the new folder. You can actually put this folder anywhere on your hard drive, we recommend putting it in your home folder as UUPlus stores all it's data in sub-folders under the UUPlus root folder, and you don't want your personal data outside your home folder.

In a second file browser window, double-click on UUPlus6_Linux.zip that you downloaded from the UUPlus web site and extract the contents to the UUPlus6 folder (select all and drop into the UUPlus folder).

Once the files in UUPlus6_Linux.zip have been copied to the UUPlus folder (you are done with the second file browser window so you can close it), select UUPlus6 (the one with the UUPlus icon) and make sure the [file properties](#) are set so Linux recognizes this as an [executable file](#) and that you have permission to execute it, then launch UUPlus6. See the next section for initial setup.

Tip: You might want to create a link to UUPlus6 on your desk top or in the program bar while you have the file browser window open.

Setting Up for an Existing UUPlus Account.

If you have an existing UUPlus account simply enter your current UUPlus [username](#) (the part before the "@" sign) and [password](#), your name, and your current UUPlus email address.

Requesting a New Account.

When you run UUPlus Personal for the first time you are prompted for your Account Name, Password, Customer Name, and your Current Email address or Satellite Phone Number.

- **New Account.** If you do not currently have an account for your UUPlus software, enter the [username](#) (the part before the "@") of the email address you would like, the [password](#) for the account, your "real" [name](#) in the Customer Name field, and your satellite phone [number](#) or current email [address](#)** so you can be contacted if need be. Example:

Account: [john.doe](#)

Password: [letMeIn](#)

Customer Name: [John Doe](#)

Current Email: [john.d@yourdomain.ext](#)

- **Enable POP/SMTP Servers:** If you are going to use an external mailer, such as Windows or Mac Mail, Outlook, Outlook Express, or Thunderbird, check this option.

If you prefer the UUPlus console mailer, don't check this option.

Note that you can change this setting later, and even if you use an external mailer the UUPlus mailer is still available.

- ** Your UUPlus dealer may require your satellite phone number, your SIM card number, or your dealer's Account number rather than an email address. You will be prompted for the required information. **

If the requested address is available your account will be created with limited access. Once your account is approved (this can take up to 24 hours, more on weekends) full access to the account will be available. If you need to speed up the approval process, call UUPlus on the phone. See below for more information.

When you have entered all the above information, click [Ok](#) to continue.

If you are [currently connected to the Internet](#), UUPlus will automatically connect to the server and request or update your account. If the requested address is available your account will be created with limited access. A pop-up box will notify of success or failure.

After this the Setup program will be launched with the Calling tab selected so you can add a new location that uses your satellite phone (modem).

Adding a New Location:

UUPlus supports the concept of "locations", that is, at one location you might have high-speed Internet access, at another location you might use Inmarsat MPDS, and at a third location you might use Iridium. You can create as many locations as you need and configure each one to suite the connectivity needs for that location.

Before you add a new location, be sure any USB/Serial adapter required is plugged in (follow the manufacturer's instructions for driver installation first) and that the satellite phone / modem is plugged in and on.

To add a new location click Add New Location (Setup, Connecting tab), then select the satellite phone or modem on the [Modem Type](#) field, and select the [Serial Port](#).

The [Port Speed](#) field will be set automatically when you select the modem, so normally you will not need to change this.

Note that if your computer does not have a physical serial port (9 pin male connector) you must use a USB to Serial adapter (or PCMCIA serial card) and if the adapter is not installed and plugged in it will not show in the Serial Port drop-down list.

Note also that in most Windows computers there is a built in modem and this is usually listed as COM3. This is not your satellite phone, so unless you are using the internal modem to dial PSTN calls within the U.S. or Canada, COM3 should not normally be selected.

With the Modem Type and Serial Port selected, you can click the [Scan](#) button to check to see if you have the correct port. When the AT command is sent the modem should respond with it's name (this varies from modem to modem) followed by an OK. If the response from the modem indicates that it is your selected modem, click [Install](#) to continue. If you get an error message, try a different port and/or make sure your modem is connected and powered on.

At this point the modem is installed and the new location is created.

If you aren't connected to the Internet and your account has not yet been created, close the UUPlus Personal Setup window, make sure you have satellite signal, and click the Call button. Your requested account will be set up over the satellite link.

At this point you are configured for basic email. For more information on configuring and using

UUPlus, see the other listings in the [Topics](#) drop-down box.

Account Approval Process.

Since requesting a new account is automated and can be taken advantage of by spammers, new accounts are restricted to access via UUPlus Personal software (WebMail and POP via the Internet are disabled), and the amount of messages per day you can send is limited. This limitation will not normally affect testing and using the software over a satellite connection, it is designed to prevent abuse by spammers. Once we get the chance to approve your account you can send and receive as much mail as you need.

Setting up Outlook For Use with UUPlus.

Microsoft Outlook and Outlook Express are widely used mailers, Outlook Express is usually pre-installed on most Windows computers. The configuration process is similar for both and for simplicity we refer to both as "Outlook".

UUPlus must be installed, configured and running.

Start Outlook. If no accounts are setup the account wizard comes up, otherwise, click '[Tools](#)', then '[Accounts](#)' on the menu bar, select the '[Mail](#)' tab, then click the '[Add](#)' button, then '[Mail](#)'.

You should now be in the first screen of the "[Internet Connection Wizard](#)". Enter your First and Last names how you want them to appear in the "From" line of your email. Click 'Next', enter your full email address (username@yourdomain.org), click 'Next'.

You should now be at the "[E-mail Server Names](#)" screen. Select "[POP3](#)" for the incoming mail server type (do not use IMAP). For both the incoming mail (POP3) server and the outgoing mail (SMTP) [server](#), enter "[localhost](#)". This points Outlook to the UUPlus mail server running on your computer. Click 'Next'. (Note that "localhost" translates to the IP address of 127.0.0.1, so you can use "localhost" and "127.0.0.1" interchangeably. If you are accessing mail across a LAN to a UUPlus mail server, you would enter the IP address of that mail server, often "192.168.1.1".)

You are now at the "[Internet Mail Logon](#)" screen. Check "[Log on using POP account name](#)" and enter your [username](#) (this must be the username that was entered in UUPlus' setup) and [password](#). Do **not** check "Secure Password Authentication". Click 'Next'.

You should now be at the "[Friendly Name](#)" screen. Enter something catchy, like "UUPlus", in the text box. Click 'Next'.

You should now be at the "[Choose Connection Type](#)" screen. Check "[Connect using my local area network \(LAN\)](#)". Do **not** check "Connect using my phone line". Click 'Next'.

You should be finished so click 'Finish'. You can now click the 'Properties' button and change any of the settings you just entered plus several more.

An important point to remember is that UUPlus handles the phone connections so be sure you have Outlook connect using a [LAN](#) (even though you may not be connected to a LAN, UUPlus acts like one) and don't allow it to dial your UUPlus account with Window's Dial up Networking. Outlook supports multiple accounts so you can configure it to access LAN accessible mail servers, Dial up Networking (ISP) accounts, and your UUPlus account.

Assuming there is no need for any trouble-shooting, you can now send and receive your email to and from UUPlus Personal.

Testing.

To test sending and receiving mail, make sure UUPlus is running and it's log window is displayed. It is also helpful to size UUPlus and Outlook so you can see UUPlus' log and Outlook at the same time.

In Outlook, on the main window, click the [\[New Message\]](#) button to create a test message, address it to your UUPlus address.

When finished with the test message, click [\[Send\]](#).

If the email "disappears", is not listed in Outlook's Outbox, and UUPlus' log indicates it received and processed a message, then sending works.

On the main Outlook window, on the file menu select [Tools - Send and Receive - Localhost](#) (or the account name for the UUPlus server).

This should activate a POP session. Any mail in the UUPlus Personal mailbox (if you sent a message to yourself there should be at least one) should appear in the Outlook Inbox. The process should take less than a second (unless there is a large quantity of mail). If UUPlus Personal is configured to call on mail check, it might automatically begin calling or request you to make a call. If that happens, it means Outlook is communicating to the POP server. You should also see some activity in UUPlus' log window.

Troubleshooting Outlook.

If the Windows Dial-up Connection window comes up, requesting to dial a phone number, then Outlook is under the impression that it is supposed to dial somewhere to get your mail. We will need to fix this, so the first thing to try is to configure Windows to never dial.

1. In Windows, open [Start - Settings - Control Panel](#)
2. Find and open [Internet Options](#).
3. On the [Internet Properties](#), select the [Connections](#) tab.
4. Check the box for "[Never dial a connection](#)" and click [\[OK\]](#).
5. Go back into Outlook and click [\[Send and Receive\]](#). If your inbound mail in UUPlus appears in your Inbox in Outlook, then everything is set.

If the Dial-up Connection window continues to appear, then your UUPlus account in Outlook may be configured to dial. What you should try is to specify how Outlook is going to connect.

1. On the Outlook menu bar, select [Tools - Accounts](#).
2. Select your UUPlus account (probably named localhost) and click [Properties](#).
3. Select the [Connection](#) tab.

4. Check the box for "[Always connect to this account using](#)" and select "[Local Area Network](#)" from the pull-down box. Click [\[Ok\]](#) when finished. This should turn off the Windows dialer.
5. Go back into Outlook and click [\[Send and Receive\]](#). If the dialer keeps popping up, try disabling your other connections in [Tools - Accounts](#).

When you click the SEND/RECEIVE button and you get the error message:

"The connection to the server has failed. Account: 'localhost', Server: 'localhost', Protocol: POP3, Port: 110, Secure(SSL): No, Socket Error: 10061, Error Number: 0x800CCC0E"

The most likely reason is that port 110, which is used by the mailer and UUPlus Personal to communicate, is blocked by a email virus scanner. The solution is to change the port being used by Personal and your mailer.

In UUPlus:

1. In UUPlus Personal, select [\[Setup\]](#).
2. On the [General](#) tab, find "[Local Mail Server Ports](#)"
3. Change POP from [110](#) to [109](#).
4. Click [\[Done\]](#).
5. Shutdown Personal and restart it.

In Outlook:

1. 1.Open Outlook.
2. 2.On the menu bar, select [Tools - Accounts](#).
3. 3.Select your UUPlus mail account, probably named localhost, and click [\[Properties\]](#).
4. 4.Select the [\[Advanced\]](#) tab.
5. 5.Change the [Incoming](#) mail (POP3) from [110](#) to [109](#).
6. 6.Click [\[OK\]](#) and then [\[Close\]](#).
7. 7.Click [\[Send and Receive\]](#) and see if it now works.

If the "Connecting to Server" window displays but does not appear to be doing anything, the UUPlus window may be requesting you call now.

If UUPlus is calling and you get one of the following errors:

"Your POP3 server has not responded in 30 seconds. Would you like to wait another 30 seconds for this sever to respond?"

or:

"A time-out occurred while communicating with the server. Account: 'localhost', Server: 'localhost', Protocol: POP3, Port: 110, Secure(SSL): No, Error Number: 0x800CCC19

Then you need to change the time-out length, or set UUPlus not to call on mail check.

To change the timeout in Outlook:

1. Open Outlook.
2. On the menu bar, select [Tools - Accounts](#).
3. Select your UUPlus mail account (probably named localhost) and click [Properties](#).
4. Select the [Advanced](#) tab.
5. Change the "[Server Timeouts](#)" to its maximum setting (5 minutes).
6. Click [\[OK\]](#) and then [\[Close\]](#).

To change Call on Mail Check:

1. In UUPlus Personal, select [\[Setup\]](#).
2. On the [General](#) tab, un-check "[Call on Mail Check](#)."
3. Click [\[Done\]](#).

If you continue to have difficulty configuring Outlook or Outlook Express, please contact UUPlus support.

[Back to Top](#)

Installing a USB to Serial adapter on Linux.

If you are using the usb -> RS232 adapter, the serial drivers may need to be installed for the device to work properly. After plugging in the device, first check the hardware messages to see the device was detected:

```
dmesg
```

Toward the end of the messages, you should see this:

```
usb 1-1: new full speed USB device using uhci_ and address 2
```

```
usb 1-1: configuration #1 chosen from 1 choice
```

Now, we need to figure out the device vendor number and product number to tell the usb serial driver. For this we can use lsusb. The easiest way to find the information is to first unplug the device, then run lsusb:

```
lsusb
```

You will see a summary list of your USB devices on the system, I only have one:

```
Bus 001 Device 001: ID 0000:0000
```

Now, plug the device back in, and run lsusb again:

```
lsusb
```

Which returns the summary list again, but now showing the new USB device:

```
Bus 001 Device 002: ID 4348:5523
Bus 001 Device 001: ID 0000:0000
```

Now, we can load up the driver for this device:

```
sudo modprobe usbserial vendor=0x4348 product=0x5523
```

Finally, check dmesg again to ensure it loaded properly.

```
dmesg
```

Near the end, you should see something like:

```
usbserial_generic 1-1:1.0: generic converter detected
usb 1-1: generic converter now attached to ttyUSB0
usbcore: registered new interface driver usbserial_generic
```

Congratulations, your link is up - in this example, the device can be used on /dev/ttyUSB0. As much fun as you had doing this, there is some chance you want to do this automatically in the future. Just add this line:

```
usbserial vendor=0x4348 product=0x5523
```

to [/etc/modules](#) with the vendor and product numbers you found. Now, you should have no problem using this device for like a normal serial port.

[Back to Top](#)