

KB Email Suite

KB Clean Mail

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1. Contact Us

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2. What is KB Email Suite?

KB Email Suite is a family of products, which enable businesses to manage the complete life cycle of all customer marketing and relationship correspondence.

The KB Email Suite is a unique product as unlike all other bulk email packages currently available there is **no fee per email**. Instead there is a one off cost for purchasing each component of the KB Email Suite and a yearly support charge which provides all upgrades as well as product support. The components can be used either together or on their own with each component available to purchase individually if preferred.

The KB Email Suite is comprised of 3 solutions.

- KB Bulk Mail
- KB Clean Mail
- KB Affiliate Tracker



3. KB Clean Mail features

KB Clean Mail cleans up any invalid email addresses that have been returned as undeliverable.

- ✓ Cleans up your email address list source so that subsequent campaigns have fewer failures
- ✓ Cleans up invalid emails that have been returned as undeliverable
- ✓ Detects and reports out of office emails
- You can load any email folder (public or personal) to clean up the returned mail
- ✓ You can import email addresses, notes and contacts
- ✓ You can validate email address
- ✓ You can validate domain addresses
- ✓ You can update your Back Office system with updated email address information
- ✓ KB Clean Mail contains optimised logic for fast processing of high volumes

4. Customer Comments

Birmingham

"We tested many products and found them cumbersome and unreliable, KB Email Suite is easy to use and extremely reliable, tasks that used to take us hours to set up now only take minutes."

"If you're looking for a bulk emailing product and want to increase sales I can highly recommend KB Email Suite" .

Stephen Ebanks - Information and Sales Manager - Birmingham Hippodrome

Sadler's Wells

"Last year, KB Group replaced our costly bulk emailing system with the streamlined, cost-effective and user-friendly KB Group Email Suite that has proved extremely successful."

"KB Group's flexible approach means they're always available to answer queries that arise, and quickly and efficiently able to determine the right solution."

Mark Doerfel - Web Manager - Sadler's Wells Theatre

5. How do I install KB Clean Mail?

It is recommended that you close any applications you may be running before installing KB Clean Mail.

- KB Group will send you a zip file that contains the software
- Unzip the file
- Double click setup.exe
- The setup.exe will install the KB Clean Mail software and create a Microsoft Access database
- Below is the first screen that will appear after you click setup.exe.

1	KB Clean Mail Setup
	Welcome to the KB Clean Mail installation program. Setup cannot install system files or update shared files if they are in use. Before proceeding, we recommend that you close any applications you may be running.
	OK E <u>x</u> it Setup

• Press the OK button to continue

The setup will automatically install KB Clean Mail in c:\Program Files\KB Clean Mail\. If you are happy with the default directory then press the computer icon button. If you want to change this directory then press the Change Directory button.

😸 KB Llean Mail 1	Setup	
Begin the installa	tion by clicking the button below.	
	Click this button to install KB Clean Mail : directory.	oftware to the specified destinal
Directory:		
C. D. Sources File of	KR Clean Mail	Chapge Directory

• The setup will automatically create a KB Group Program Group (this is the name of the menu item in your windows menu Start->All programs->...). If you would like the menu item to be called something different simply change the name in the Program Group box.

🛃 KB Clea	an Mail - Choose Program Group	
Setup will You can e Groups lis	l add items to the group shown in the Program Group box. enter a new group name or select one from the Existing st.	
	Program Group:	
	KB Group	
	Existing Groups:	
	Accessories Administrativo Toolo	
	KB Group	
	KB Print Server Microsoft Visual Studio .NET 2003	
	Startup	
	WINKAK	
	· · · · · · · · · · · · · · · · · · ·	
	Continue Cancel	

Press the **Continue** button to continue

• The setup program will now install the KB Clean Mail files.

KB Clean Mail Setun		
Destination File:		
C:\WINDOWS\system32\@	COMCTL32.OCX	
	3194	

• The following message may appear a few times when the setup is installing the individual files. If you receive this version conflict message then this means that a file on your computer is newer than the one being installed. Always keep the original file by choosing the Yes button.

ersion Co	nflict		
A file being system. It i	copied is not newe is recommended tha	r than the file cur at you keep your	rrently on your existing file.
File name:	'C:\Program Files\	KB Clean Mail\KB	Clean Mail.mdb
Description	: "		
Your versio	יח: "		
Do you war	nt to keep this file?		

• If the KB Clean Mail was setup successfully, the following will appear.

KB	Clean Mail Setup	,
	KB Clean Mail Setup 🔀	
	KB Clean Mail Setup was completed successfully.	

6. How do use KB Clean Mail?

After successfully installing KB Clean Mail, use the steps below as a guide of how KB Clean Mail works. The following pages describe each of these steps in more detail.

- Invoke KB Clean Mail from your Windows Start menu
- Do a one off database configuration setup
- Process your mailbox
- Update failed/bounced back email addresses

6.1 Invoke KB Clean Mail from the Windows Start Menu

- Choose Start->All Programs->"your KB Email Suite program group" from your Windows Start Menu.
- The following KB Clean Mail screen will appear.



6.2 Do a one off Database Configuration

The *Locate Application Databases* screen allows you to change the location of your KB Clean Mail Access database and to select the back office eticketing database that contains your email addresses. You need to select the back office database so that KB Clean Mail knows which database to update when it modifies invalid emails.

• From the menu bar choose Setup then Database Configuration.

KB Clean Mail		
File Edit Setup Window Help		
	Locate Application Databases Please select the KB Clean Mail database containing the tables necessary to run this application as well as the main email address database to update.	OK
	Select the directory containing the KB Clean Mail data tables C:\Program Files\KB Clean Mail\KB Clean Mail.mdb	Browse
	Select the database containing the email addresses you want to update Provider=MSDASQL.1;Extended Properties="DSN=Barbican;Description=Barb	<u>B</u> rowse
	Select which system you are using Enta	

• The following *Locate Application Databases* screen will appear.

Select the directory containing the KB Clean Mail data tables

When KB Clean Mail is installed it creates the KB Clean Mail Access (.mdb) database in the directory where the application was installed, typically c:\Program Files\KB Clean Mail. This location is fine for most installations. However if you have multiple KB Clean Mail installations you may prefer to have them all use the one central Access database. Use the Database Configuration to set this up.

Select the database containing the email addresses you want to update

• Press the **Browse** button. The following *Select Data Source* screen will appear.

🔀 KB Clean Mail				
File Edit Setup	Window Help			
	ocate Application Databases Please select the KB Clean Mail database c this application as well as the main e	ontaining the tables necessary to run	пк	21 X
	Select the directory containing the KB Cle C:\Program Files\KB Clean Mail\KB Clea Select the database containing the email Provider=MSDASQL_1.Extended Properti Select which system you are using Enta	File Data Source Machine Data Sour Look in: Data Sources D5N Name: Select the file data source that dess You can use any file data source that dess You can use any file data source that dess	ce	New
			OK Cancel	Help

• Press the **Machine Data Source** tab. The following *Machine Data Source* screen will appear.

KB Clean Mail File Edit Setup Window H	elp			
Intersection In	Databases Clean Mail database containing t Select Data Source File Data Source Machine Da Data Source Name Barbican dBASE Files Excel Files FRANK Lyris MS Access Database Survey Tate	he tables ne ata Source System User System System System System System	Description Barbican Frank Lyris Lyris Survey Tate	ок 1 ? Х
	A Machine Data Source is s "User" data sources are spe sources can be used by all t	pecific to thi ecific to a us users on this	is machine, and canno er on this machine. "S machine, or by a syste OK Cano	New t be shared. ystem" data em-wide service.

- Select the row containing the name of your back office eticketing system. Contact your system administrator if you are insure about what information to use here. In the example above the Barbican has been selected.
- Press the **OK** button. The following *SQL Server Login* screen will appear.

🔀 KB Clean Mail				
File Edit Setup V	Vindow Help			
🐝 🖻				
	SQL Server Login		x	I .
Locate Ap	Data Source:	Barbican	OK	
	🔽 Use Trusted C	onnection	Cancel	
Please se this		A desirates to a	Help	ок
	Coginita.	Auministrator		
Colort H	Password:		Options >>	
Select th	rem Filer (KP. Clean Mail)	KP. Class Mail adh		Browse
LC. VETOGI	rain Files (KD Clean Mail)	Ko Clean Mail IIIdo		<u>D</u> 104456
Select th	ie database containing th	ne email addresses you want to upo	late	
Provider	r=MSDASQL.1;Extended	Properties="DSN=Barbican;Descr	iption=Barb	Browse
Select w	hich system you are usin	a		
Enta	-	ĺ		

- The Use Trusted Connection check box stays ticked.
- Press the **OK** button. The *Locate Application Databases* screen *SQL Server Login* screen will appear.

Select which system you are using

- Choose your appropriate back office eticketing system.
- Press the **OK** button.

6.3 Process your Mailbox

Process your mailbox allows you to upload all of the bounced back emails from the mailbox you used for your email campaign.

- From the menu bar choose File then Process Mailbox...
- The following Select Mail Box or Contacts to Process screen will appear.

KB Clean Mail File Edit Setup	Window Help
🠝 🖆 👘	
_	
	Select Mail Box or Contacts to Process Select the Exchange Server folder containing the failed emails or contacts:
	Select Mail Box Folder Selected Mail Box:
	- You can review the contents of the mail box by clicking the Check Mail Box Contents button:
	Specify the name of the table the imported mail messages or contacts will be saved to:
	Review Existing Import Cancel

• Press the **Select Mail Box Folder** button. The *Select Folder* screen will appear

🔀 KB Clean Mail	
File Edit Setup Window Help	
File Edit Setup Window Help	

The Personal Folders above is an example; you may have different folder names.

- Press the button to navigate through your folders until you locate the mailbox that sent our your email campaign. Contact your system administrator if you cannot locate your mailbox.
- Press the **OK** button. The *Select Mail Box or Contacts to Process* screen will reappear with your chosen mailbox name beside Selected Mail Box.

🔀 KI	3 Clea	an Mail											
File	Edit	Setup	Window	Help									
🐝	P												
		Select	Mail Bo	k or Conta	cts to Pro	ocess							×
	Select the Exchange Server folder containing the failed emails or contacts:											- 1	
		Selec	st Mail Bo	x Folder	Colootod I	Mail David	labou						
		<u></u> 0.000			Selecteur		mbox						
													- 1
		- You ca	n review t	he contents	of the mai	I box by clid	cking the Ch	heck Ma	al Box Cont	ents bu	tton:		
		Check	Mail Box	Contents									
		– Specifu	the name	a of the tabl	a the import	ed mail me		ontacto	will be easy	ed to: -			
		- Specily	uie name		= the import	.eu mairme	ssayes or c	oniacis		eu (o.			
		Inbox09	10905180	1									
		🔲 Igno	ore failed e	• emails with () ut of Office	e subject lir	ne prefix						
		-											- 1
						Deview			leve est	1.1	C		
						<u>n</u> eview t	aisung		Tubou		Lan	icei	┙║

- If you would like to review the contents of your selected mailbox then press the <u>Check Mail Box Contents</u> button. The Microsoft Outlook screen will display, to exit this screen press the x button.
- KB Clean Mail automatically generates a file name for the table to import your mailbox into. Change this name if it's not appropriate.
- If you don't want to import Out of Office emails then click this box.
- You are now ready to import your mailbox. This process will import all the emails or contacts from your selected folder into the KB Clean Mail database. It may take some time to process based on the number of records. Press the **Import** button to import your selected mailbox into your table.
- The following *Microsoft Outlook Warning* screen will appear. This warning screen is a built in Microsoft security feature that has detected that someone is accessing your email. That someone in this case is the KB Clean Mail program.

🔀 KB Clean Mail
File Edit Setup Window Help
Select Mail Box or Contacts to Process
Select the Exchange Server folder containing the failed emails or contacts:
Select Mail Box Folder Selected Mail Boy: Johov
Microsoft Dutlook
Check Mail B A program is trying to access e-mail addresses you have
Specify the na choose "No".
Inbox1209051
Allow access for 1 minute
I Ignore faile Yes No Help
<u>Review Existing</u> <u>Import</u> Cancel

- In order for the KB Clean Mail to process your mailbox, you need to click the "Allow access for 1 minute" box. This is a security feature of Outlook, which protects unauthorised access to your mailbox.
- Press the **Yes** button to import your mailbox.
- The following *Update Email Addresses* screen will appear. It displays the contents of your selected mailbox with the email addresses extracted.

6.4 Update Failed Email Addresses

You can access the Update Email Addresses screen via:

- The steps in "9.3 Process Your Mailbox" Or
- From the menu bar choose File then Process Mailbox...
- Press the **Review Existing** button to import your mailbox
- The following *Imported Mail Box List* screen will appear

🔀 KB Clean Mail										
File	Edit Set	up Window Help								
i	r									
	Sel Sel You Ch Spe	Imported Mail Box List Here are all the previously imported mail boxes. Select the mail box you wish to process and click the select button. You will then be able to continue editing the mail box Action as required. You can remove any unrequired mail boxes by clicking them and hitting the delete button. Exercise caution deleting mail boxes as this cannot be undone. It is recommended that you periodically compact the database after deleting previously imported mail boxes to reduce the database size and improve performance. Inbox1209051805 Inbox1209051751 Inbox1209051617 Inbox2706051617								
		<u>S</u> elect <u>D</u> elete Cancel								

The Imported Mail Box List screen allows you to:

- Review/edit previously imported mailboxes. Highlight the mailbox you wish to review and press the **Select** button. The *Update Email Addresses* screen will appear.
- Remove unrequired mailboxes. Highlight the mailbox you wish to remove and press the **Delete** button.

The *Update Email Addresses* screen contains 'bounced back' emails from your campaign. The *Update Email Addresses* screen allows you to fix the failed email addresses in your Back Office ticketing system via KB Clean Mail.

🔀 KB Clean Mail											
File	Edit	Setup Window Help									
8	P										
					_	_					
	Update Email Addresses										
	Here are the contents of the selected mail box with the email addresses extracted.										
	۱f,	you wish to update an email a	ddress set the action to U (for	Update) and enter the rev	ised ema	il address into the	New Email Address colum	n. The			
	da	atabase will be updated with th	iis value. If you want to ignore	a specific email address :	set the a	ction to I (for Ignor	e). This record will not be	updated.			
	Y	ou can order the results by any	column (except Email Messag	ge) by clicking the column	header.						
Г			Extracto	d Empil Addrosp Info	motio	n //nhov/120005	1751)				
-		Email Address	Now Email Address	Domain	Action	Email Sender	Email Subject	Email Message			
		nancy.clarke@example.co	nancy@example.com	example.com	U	Nancy Clarke	Mail delivery failed: return	This message was created automati			
	,	louise.kindle@eg.om	louise.kindle@eg.com	Error: Invalid Email Addre	U	Louise Kindle	Mail delivery failed: return	This message was created automati			
		Error: No email address found		Error: Invalid Email Addre		Tom Middleton	Mail delivery failed: return	This message was created automati			
		Error: No email address found		Error: Invalid Email Addre	1	Steve Rocker	Mail delivery failed: return	This message was created automati			
-		Error: No email address found		Error: Invalid Email Addre	1	Peter Thompson	Mail delivery failed: return	This message was created automati			
-		Error: No email address found		Error: Invalid Email Addre	1	Freddie Flowers	Mail delivery failed: return	This message was created automati			
		martin.myles@example.co	martin.myles@example.com	Error: Invalid Email Addre	U	Martin Myles	Mail delivery failed: return	This message was created automati			
		Error: No email address found		Error: Invalid Email Addre	I	Nicola Smith	Mail delivery failed: return	This message was created automati			
		Error: No email address found		Error: Invalid Email Addre		Andrew Skye	Mail delivery failed: return	This message was created automati			
	1	mark.indigo@eg.om	mark.indigo@eg.com	Error: Invalid Email Addre	U	Mark Indigo	Mail delivery failed: return	This message was created automati			
				1			1				
			Back		ge _	Update Email Ad	dresses <u>C</u> los	se la			

- Highlight the row you want to correct. Please note, you can only correct emails where an email address exists in the Email Address column. If there is no email address in this column or if there is an error message it means that the import process couldn't detect what the failed email address was. The import program looks at the contents of each failed email for the email address. You can press the View Select Message button to find the failed email address yourself and then update it manually in the Email Address column.
- Enter the correct email address in New Email Address column
- Set the Action column to U (update) for email addresses you want to update or I (ignore) for the email addresses you don't want to update.
- Keep repeating the process above until you are ready to update your Back Office ticketing. You can update as many times as you like
- Press the **Update Email Addresses** button. The following box will appear informing you that this process will update your Back Office ticketing system with the selected email addresses. It may take some time based on the number of records.

🔀 K	'B Clean Mail										
File	Edit Setup Window Help										
	r and a state of the state of t										
2	Vupdate Email Addresses										
	Here are the contents of the sele	cted mail box with the email	addresses extracted.								
	If you wish to update an email ac	ldress set the action to U (fo	Update) and enter the r	evised e	mail address into th	e New Email Addres	s column. The				
	database will be updated with thi	is value. If you want to ignor	e a specific email addres	s set the	action to I (for Igno	ore). This record wil	not be updated.				
	You can order the results by any	column (except Email Messa	age) by clicking the colur	nn heade	er.						
	[·		Streets of Except Add	va a a lui	formation (Indone	4 900051 751					
	Email Address	Now Email Address	Domain	Action	Email Sender	Email Subject		Email Mossago			
	nancy.clarke@example.co	nancy@example.com	example.com	U	Nancy Clarke	Mail delivery failed:	returning message	This message was created aut			
	louise.kindle@eq.om	louise.kindle@eg.com	Error: Invalid Email Addr	U	Louise Kindle	Mail delivery failed:	returning message	This message was created aut			
	Error: No email address found		Error: Invalid Email Addr	1	Tom Middleton	Mail delivery failed:	returning message	This message was created aut			
	Error: No email address found		Error: Invalid Email Addr	1	Steve Rocker	Mail delivery failed:	returning message	This message was created aut			
	Error: No email address found		Error: Invalid Email Addr	1	Peter Thompson	Mail delivery failed:	returning message	This message was created aut			
	Error: No email address found		Error: Invalid Email Addr	1	Freddie Flowers	Mail delivery failed:	returning message	This message was created aut			
	martin.myles@example.co	martin.myles@example.com	Error: Invalid Email Addr	U	Martin Myles	Mail delivery failed:	returning message	This message was created aut			
	Error: No email address found		Error: Invalid Email Addr	1	Nicola Smith	Mail delivery failed:	returning message	This message was created aut			
	Error: No email address found		Error: Invalid Email Addr	1	Andrew Skye	Mail delivery failed:	returning message	This message was created aut			
	mark.indigo@eg.om	mark.indigo@eg.com	Error: Invalid Email Addr	U	Mark Indigo	Mail delivery failed:	returning message	This message was created aut			
		KB Clear	Mail			×	ī l				
						<u></u>					
	This process will update Enta with the selected email addresses.										
	I timay take some time to process based on the number of records. Are you sure you wish continue?										
	L		OK		Cancel		1				
		Bacl					Close				
-											

• Press the **OK** button to continue.