

How We Send Files by Email

Often IIG will have a need to send clients files to configure or update your software or provide other information. When these files are sent by email the Email server of the recipient often limits the type and size of files that it will allow. Normally Email server discriminate against files with an extension of

.COM, .BAT, .EXE, .MDB, .ZIP

The actual files filtered can be different for each email system. Email servers often discriminate by size against files, rejecting those that exceed a specific limit usually three (3) megabytes in size. When IIG sends executable files or databases, they often run into one or both of the above problems. To avoid these problems, IIG sends large files 'zipped' (compressed) to reduce the file size. When a file is zipped, it can have either an .EXE or a .ZIP extension. Because these files are often rejected by the Email server, they are typically renamed by changing the extension name.

For example;

containersEXE31722-A.zip is renamed to containersEXE31722-B.isz

Some Email systems analyze the content of the attached files and 'strip out' offending content. This leave the file name but drastically reduces its size to around 100 bytes. There is no useful content in the remaining file.

Because Email systems have different filtering rules IIG uses several methods to Email files that have proven effective in the past. These methods involve renaming the files. Since the files we are concerned with are often large, most methods involve 'zipping' (compressing) the files. These methods require that content files be renamed, that the zip file be renamed or both. The names of the Emailed files follow specific format to identify, versions and renaming – zipping – Emailing methods.

File Identification Format

The file identification format is important to you because it indicates what you need to do to recover the files so you can use them. The examples below identify how 'containers.exe' (the program) and 'containers.mdb' the database are identified to indicate the methods used to Email the files.

containersEXE317nn-A.zip	containersMDBName-A.zip
containersEXE317nn -B.isz	containersMDBName-B.isz
containersEXE317nn -C.zip	containersMDBName-C.zip
containersEXE317nn -D.isz	containersMDBName-D.isz

The first part of the name indicates the name of the resulting file. In **containersEXE317nn-A.zip** the containersEXE indicates the resulting file is 'containers.exe'; In **containersMDBName-A.zip** containers.MDB indicates the resulting file is containers.mdb.

In **containersEXE31723-A.zip** the five digit number indicates the version. 31723 indicates Major series 3, Minor series 17 and revision 23 more commonly written as 3.17.23. This is the Microsoft format for identifying software versions and it is used by IIG for **ContainerTRACKER®**. The higher version number in **ContainerTRACKER®** always indicates the most recent and current version.

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In this document the revision number is replaced with *nn* which indicates that we use the current revision number. As time passes the 3 and the 17 will increment as well as versions are issued.

In containersMDBName-A.zip Name is replaced by an abbreviated customer name. Available features and customer specific features are contained in the 'containers.mdb' file and this file is different for each client. Examples of the actual file names are;

containersMDBApex-A.zip, containersMDBUniversal-A.zip, containersMDBTipTop-A.zip

The -A in containersEXE317nn-A.zip indicates the encoding method used to allow the file to be emailed. Both 'containers.exe' and 'containers.mdb' use the same coding methods. There are four coding methods that may need to be used. As soon as we successfully transfer files with one particular method, we will continue to use that method until required to change by changes in the email system. A description of the methods follow.

- A Original file name is not changed. The zipped file name not changed.
- B Original file name is not changed. The zipped file name is changed from .zip to .isz.
- C Original file name is changed. The 'containers.exe' file is renamed to 'containers.doc'; the 'containers.mdb' is renamed to 'containers.dat' before zipping. The zipped file name is not changed.
- D Original file name is changed. The 'containers.exe' file is renamed to 'containers.doc'; the 'containers.mdb' is renamed to 'containers.dat' before zipping. The zipped file name is changed from .zip to .isz.

The file encoding methods are hierarchal, A is the most preferred method; D is the least preferred. We will always use the lowest method that works.

Decoding Files

Identify the encoding method by looking at the -A, B, C, or D in the file name that you received. Follow the steps under the appropriate encoding method.

Method A

1. Make a backup copy of your existing 'containers.exe' and 'containers.mdb' files. Put these files in a safe place in case you need to reverse the process.
2. Unzip the file using WinZip or comparable compression/decompression program. The resultant file will be 'containers.exe' or 'containers.mdb'.
3. Copy the file to appropriate location in your system. Overwrite the existing file. See Tech. Note - 'HowToReplaceEXEAndMDBFiles.doc' to determine your specific system locations.

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Method B

1. Make a backup copy of your existing 'containers.exe' and 'containers.mdb' files. Put these files in a safe place in case you need to reverse the process.
2. Rename the file containersEXE317nn-B.isz to containersEXE317nn-B.zip. Or, Rename the file containersMDBName-B.isz to containers MDBName-B.zip.
3. Unzip the file using WinZip or comparable compression/decompression program. The resultant file will be 'containers.exe' or 'containers.mdb'.
4. Copy the file to appropriate location in your system. Overwrite the existing file. See Tech. Note – 'HowToReplaceEXEAndMDBFiles.doc' to determine your specific system locations.

Method C

1. Make a backup copy of your existing 'containers.exe' and 'containers.mdb' files. Put these files in a safe place in case you need to reverse the process.
2. Unzip the file using WinZip or comparable compression/decompression program. The resultant file will be 'containers.exe' or 'containers.mdb'. The resulting file will 'containers.doc' or 'containers.dat'.
3. Rename the 'containers.doc' file to 'containers.exe'. Or, rename the 'containers.dat' file to 'containers.mdb'.
4. Copy the file to appropriate location in your system. Overwrite the existing file. See Tech. Note – 'HowToReplaceEXEAndMDBFiles.doc' to determine your specific system locations.

Method D

1. Make a backup copy of your existing 'containers.exe' and 'containers.mdb' files. Put these files in a safe place in case you need to reverse the process.
2. Rename the file containersEXE317nn-D.isz to containersEXE317nn-D.zip. Or, Rename the file containersMDBName-D.isz to containers MDBName-D.zip.
3. Unzip the file using WinZip or comparable compression/decompression program. The resultant file will be 'containers.exe' or 'containers.mdb'. The resulting file will 'containers.doc' or 'containers.dat'.
4. Rename the 'containers.doc' file to 'containers.exe'. Or, rename the 'containers.dat' file to 'containers.mdb'.
5. Copy the file to appropriate location in your system. Overwrite the existing file. See Tech. Note – 'HowToReplaceEXEAndMDBFiles.doc' to determine your specific system locations.

When other files are sent, particularly Tech. Notes and reports, they are sent as Word files .DOC, Crystal Report files .RPT, or as Adobe Reader files .PDF. If there is a need for other large or restricted files to be transferred, specific instructions will accompany the files.

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Some Email systems analyze the individual files and will reject them even if they are zipped and renamed. If this is the case, you will need to contact International ISO Group, Inc. to develop a method that will work with your organizations Email system.

Contact **Container TRACKER®** using the letterhead contact numbers or methods to determine what we must do to send these files by Email.