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CHAPTER 1

GroupWare

IceWarp Server includes a professional, high quality, secure GroupWare server.

Any user of the server can access and maintain their GroupWare records from anywhere in the world via an Internet connection.

IceWarp GroupWare is an advanced server-based solution designed to improve user communication, enable multi-user scheduling, contact management capabilities and allow sharing and synchronization of all types of information among users, applications and devices, with respect to privacy and security policies. Dedicated database storage with redundant backup database option allows regular backup of all user data for prompt recovery in case of desktop client failure.

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About

**Whole Server Is Groupware**

Groupware is any kind of collaboration and sharing including emails, VoIP, chat, calendaring, etc. The server also works as a data storage, backup facility and much more. All these things can come into sharing process and can be utilized for it.

IceWarp GroupWare Server allows users to access its shared features via numerous clients, cell phones, handhelds, etc.

**GroupWare Server Features**

- Shared Address Books, Calendars, Tasks, Notes, Files, Journals
- Subscription to Public Folder, Group Account or Friend’s User Account
- MS Outlook tight integration provided by IceWarp Outlook Sync
- Unified web interface for mailbox access, calendaring and groupware management
- WebDAV embedded in Web Server module is used for remote folder access
- SyncML Server and Microsoft Exchange ActiveSync provide synchronization to handhelds and cell phones
- CalDAV Server for synchronization to PIM applications and web based calendars
- Cooperation with external users using standardized formats vCard, vCal, vFreeBusy
- SIP Server integration allows dialing via VoIP Server from IceWarp WebClient, a softphone or an IP phone
- Robust database storage (upon your choice): MS SQL, MySQL, Interbase, Oracle, FireBird, SQLite
- LDAP synchronization to automatically publish updated organization-wide contacts
- Full Unicode (UTF-8) support
Pre-requisities

Database

It is possible to use following databases:
- SQLite
- MS SQL
- MySQL
- Oracle
- Firebird
- Interbase
- MS Access

By default, SQLite database is used. Immediately after IceWarp GroupWare Server is installed, the database is fully functional – ready to use.

Should more than 40 users be served, it is recommended to use MySQL database. It works very well, uses the sqldump backup, provides full text search for IceWarp WebClient ...

Supported clients

- **WebClient Pro**
  Allows direct access to all groupware items, IMAP folders, shared folders, access to public folders.

- **MS Outlook 2003 – 2010**
  After IceWarp Outlook Sync installation, it allows synchronization of Calendar, Tasks, Contacts and Notes. Emails can be synchronized via IMAP.

  IceWarp Outlook Sync (in combination with MS Outlook 2003, 2007 or 2010 – 2007 and up recommended) is needed to use sharing and other groupware features.

- **Mozilla Thunderbird**
  Version 2 with Lightning (add-on that uses CalDAV) allows synchronization of the Calendar and Tasks folders.

  Version 3 (currently beta version) supports this synchronization without necessity of using the add-on mentioned above.

- **Fumambol Plugin for Mozilla (Thunderbird/Lightning*)**
  Allows synchronization of contacts, *tasks and *calendars using SyncML protocol. The server URL and client configuration is similar to SyncML.

- **Mozilla Lightning, Sunbird**
  Both of them synchronize Calendar and Tasks. Lightning mentioned above, Sunbird is a standalone desktop application. Actual version is 0.9.

- **Novell Evolution**
  Linux e-mail client that synchronizes Calendar, Notes (called Memos here), Contacts and Tasks. Uses CalDAV. Version 2.x.
• KDE Kontacts
  Linux PIM application; free cross-platform calendaring application. Version 3.2.

• iCal 3
  Mac OS X native calendaring client. Synchronizes Calendar, Tasks and Notes using CalDAV. Current version is 4.0.

NOTE: Newer versions might be released since the last update of this manual. Their compatibility should be included in the latest version of IceWarp Server, but there is no guarantee.

Licenses

All IceWarp Server modules (i.e. GroupWare Server too) are fully functional during a 30-day trial period. After trial expiration, individual Calendars, Notes, etc. are still accessible but sharing is disabled. When the license is obtained, all shared items are accessible again (including those added meanwhile).

General Setup

GroupWare Server is installed within IceWarp Server installation. All features are fully functional immediately after installation (including the database). No further configuration is required.

For entering the license key, use the License dialog (Help – License... – Activate License) – select one of the following tabs:

• Online License Activation, to register using an Order ID
• Enter License Offline, to register using a license.xml file
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<tr>
<th>Term/Abbreviation</th>
<th>Description</th>
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</thead>
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<td>CalDAV</td>
<td>CalDAV is a standard protocol (RFC) that enables calendar access via WebDAV.</td>
</tr>
<tr>
<td>CardDAV</td>
<td>CardDAV is an address book client/server protocol designed to allow users to access and share contact data on a server. The CardDAV protocol is being developed by the IETF and is currently an internet draft.</td>
</tr>
<tr>
<td>EAS</td>
<td>Microsoft Exchange ActiveSync is a data synchronization protocol patented by Microsoft for synchronization of mobile devices with servers (or PCs).</td>
</tr>
<tr>
<td>GAL</td>
<td>Global Access List is a directory that contains entries for every user, group and contact within an organization.</td>
</tr>
<tr>
<td>handheld</td>
<td>lightweight, hand-held computer, designed for use as a personal organizer with communications capabilities</td>
</tr>
<tr>
<td>IMAP</td>
<td>Internet Message Access Protocol – a protocol allowing a client to access and manipulate electronic mail messages on a server. It permits manipulation of remote message folders (mailboxes), in a way that is functionally equivalent to local mailboxes.</td>
</tr>
<tr>
<td>iMIP</td>
<td>iCalendar Message-Based Interoperability Protocol specifies a binding from the iCalendar Transport-Independent Interoperability Protocol (iTIP) to Internet email-based transports.</td>
</tr>
<tr>
<td>iTIP</td>
<td>iCalendar Transport-Independent Interoperability Protocol</td>
</tr>
<tr>
<td>MAPI</td>
<td>Mail API -- a programming interface from Microsoft that enables a client application to send to and receive mail from Exchange Server or a Microsoft Mail (MS Mail) messaging system. Microsoft applications such as Outlook, the Exchange client and Microsoft Schedule use MAPI.</td>
</tr>
<tr>
<td>MD5</td>
<td>Message Digest 5 is a widely used cryptographic hash function with a 128-bit hash value.</td>
</tr>
<tr>
<td>Permissions</td>
<td>Set of data associated with a file, directory or other network resource that defines the permissions that users, groups, processes or devices have for accessing it.</td>
</tr>
<tr>
<td>PIM</td>
<td>Personal Information Management (Contacts, Calendar, Tasks, etc.)</td>
</tr>
<tr>
<td>SMTP</td>
<td>Simple Mail Transfer Protocol – a protocol defined in STD 10, RFC 821, used to transfer electronic mail between computers, usually over Ethernet. It is a server to server protocol, so other protocols are used to access the messages.</td>
</tr>
<tr>
<td>UDP</td>
<td>User Datagram Protocol – Internet standard network layer, transport layer and session layer protocols which provide simple but unreliable datagram services.</td>
</tr>
<tr>
<td>UDP port</td>
<td>port number for User Datagram Protocol</td>
</tr>
<tr>
<td>vCal</td>
<td>vCal is an open source calendar standard for Vision PIM. VCal can export itself to an RSS/RDF/WDP feed or publish itself to the internet using WebDAV and PHP. It can be exported to the iCalendar or vCalendar formats as well. VCal is not to be confused with the more known vCalendar format in that it is a completely different format.</td>
</tr>
<tr>
<td>vCard</td>
<td>Electronic business card that automates the exchange of personal information typically found on a traditional business card. The vCard is a file that contains the user's basic business or personal data (name, address, phone number, URLs, etc.) in a variety of formats such as text, graphics, video clips, and audio clips.</td>
</tr>
<tr>
<td>WebDAV</td>
<td>Web-based Distributed Authoring and Versioning – refers to the set of extensions to the Hypertext Transfer Protocol (HTTP) which allows users to collaboratively edit and manage files on remote World Wide Web servers.</td>
</tr>
<tr>
<td>-------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>VoIP</td>
<td>Voice Over IP – a digital telephone service that uses the public Internet as well as private backbones instead of the traditional telephone network.</td>
</tr>
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Sharing Concepts

There are two ways (concepts) how users can share their items:

- via public folders
- via individual sharing

Public folders are on-server created group accounts that are shared by group members. These members can have access rights set to different levels.

Individual sharing is used when individual users want to share their private email folders, contacts, events, etc. with others. It is also possible to set different access right levels for individual persons (groups) for these shared folders.

Sharing is based on following things:

- **User groups** – groups of selected users defined by administrators. These groups are bases for "distribution" of shared items.
- **Shared items** – items that can be set as shared. E.g. mail folders, calendars, tasks, files, notes, etc.
- **Access rights** – levels of item and folders sharing. These levels can be set to read, write, modify, delete, etc.
- **Scheduling and resource planning** – planing of meetings, work, cooperation, etc. Sharing provides a powerful tool for effective resource planning at middle and big sized companies.

Further in this chapter, practical examples of groupware items sharing are given.

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User Groups

About

User groups are sets of user accounts that have access to the same groupware items (folders, calendars, etc.) but can have set different security privileges. One user account can be a member of none, one or more user groups.

Group accounts contain lists of member accounts. These members can be users, mailing lists or even other groups. Groups can be given access to any shared folders defined on the system.
Individual users can share their calendar and contact information with groups, as well as other individual users.

Emails can be sent to group accounts, they will be either routed to all group members or stored in a shared folder accessible to group members.

This functionality allows, for example, creating a group for a corporate department and defining a common data store (shared folder), common address book, common calendar, etc. Any changes in these common stores are immediately available to all members of that group.

There is the **Message** tab within group accounts. You can define your header/footer, subject and reply-to/from headers just like in a mailing list. This gives you the power to define group accounts in more details.

### On-server Setup

See the **Domains and Accounts – Management – Groups** chapter.

### Creating User Group

1. Under **Domains and Accounts – Management – <domain>**, right-click **Groups** and click **Add... – Group**.
2. Fill in the **Alias** and **Description** fields.

   ![Group settings](image)

3. If desirable, tick the **Create a shared public folder** box, fill in the **Name** field, tick the **Deliver mail to shared folder** and **Populate Global Address List (GAL) with all members** boxes. Set **Permissions** for default folders – Inbox, Events, Contacts, Notes, Journal – those are accessible for group members in their folder trees.

4. On the **Members** tab, add the group members by clicking the **Add...** button, selecting the appropriate **Domain** and **Account type** and choosing members from the list. (It is possible to select **Group** as an **Account type** and choose some as a member of the created group; even the whole domain can be added as a group. It is also possible to add members from another domain of the same server.)
NOTE: The "closer" setting of access rights has the higher priority. I.e. access rights set for a user will override rights set for a domain. Example: For domain.com, access rights to some folder are set to Read, for the specific user (e.g. john.doe@domain.com), access rights are set to None. This means that John Doe has denied access to this folder regardless of the fact he is a local user of this domain.

5. On the Services, Options and Rules tabs, set desired features – optional. (The services on the Services tab are accessible depending on what access mode is set for the appropriate service. For more information see the Access Mode chapter.)

Working with User Groups

Example:

You want to create a shared email folder, called "Support", to keep the appropriate employees informed about your customers response, group contacts, calendars, etc. You want to have one group of subscribers for this folder. Two groups (Developers and Quality Engineers) and three users should belong to this "feedback" group. Developers and QEs should have read, write, modify and delete access rights, three other people should be just informed about customers responses.

1. Create a new group (called support, for example) with a public shared folder called Support.

2. Set the Default rights to "Read, Write, Modify, Delete" and tick the Deliver mail to shared folder box.

3. Select the Developers and QEs groups and three single users mentioned above as members of this group.
For the individual members, set access rights to "Read" only.

The Support folder will appear in email folder structures of all group members.

Shared Items

Shared items are:

- **Email folders** – folders containing incoming or sent messages, drafts, etc.
- **Contacts, Calendars (Events), Tasks, Notes, Journals** – non-mail folders of email boxes serving for storage of the specific information.
- **Files** – a non-mail folder used for file storage and transfer.

Subscription

- Public folders are automatically displayed (no need to subscribe any more). Once a user has rights for a public folder, it is displayed in his/her folder structure.
- Shared accounts still need to be subscribed as there can be hundreds or thousands of them. Once a user has rights to somebody’s account, he/she can subscribe to it and then it will appear (only those folders the user has rights to).

In IceWarp WebClient, access rights granting/subscription is done via the folder structure. After right-clicking the user name, two menu items serve for sharing: **Folder access rights** and **Subscribe shared account**. (The later mentioned one reveals a list of people who share any items to the user.)

Files

These folders are integrated with real file directories. You link a folder to a real directory and all the files are accessible also using a file system.

The directory is defined on the **Domain & Accounts – Management – <domain> – Users – <user> – User** tab by clicking the **Permissions...** button, selecting the **Files** folder, clicking the **Files Directory Mapping...** button (only in the case of selecting the file type folder this button is enabled) and selecting the appropriate address.

Unicode is fully supported so you can use any file names.

Sharing Folders

**NOTE:** You also need to have a groupware license to share IMAP folders.
Sharing Concepts


Subscribing Folders

To subscribe shared folder(s), do the following:

1. If you use another client than WebClient, you have to create the appropriate folder (i.e. the folder with the name of the shared account) in your client. E.g.: John Doe shares his account with you, you have to add a new folder into your email client folder tree and name it “john.doe@domain.com. (To do this, right-click the the user name in the folder structure tree, select the Add Folder item and write the account name.)

   (In IceWarp WebClient, this folder is added automatically after subscribing.)

2. In the client folder structure tree, right-click your user name and select the Add Shared Account item.

3. In the Select Contacts dialog (see above), select the appropriate shared account from the left frame and move it to the right frame using arrow buttons or write the shared account name (email address) into the right lower field and click the Add button. Click OK.

   NOTE: For other IMAP clients than for WebClient you have to write this address with the shared account prefix defined on the GroupWare – General (on page 47) tab. By default, it is “~” (tilde).

   Example: ~mike@icewarptest.com

   NOTE: In WebClient, the contacts frame is pre-populated with accounts that share folder(s) to you.

The shared account with the shared folder(s) appears in the email client folder structure tree:

![Folder Structure Tree](image)

   NOTE: You may want to subscribe only one folder from whole account shared to you. In this case, specify this folder as shown in the Select Contacts dialog figure – Selected field. Use the same syntax: [email_address][folder_name].

Working with Shared Folders

Shared folders usage is quite obvious but this feature combined with other ones can become a powerful tool for email correspondence managing.

For example, combination with email rules (both server and client defined) can be very efficient and save a lot of time when handling big amounts of email messages.

Another advanced feature allows you to organize events and send invitations on behalf of someone who shares his/her Calendar (Events) folder to you. You also can accept or decline invitations sent to this shared folder.
Access Rights

About

Access rights allow defining access levels for individual users, groups, domains, etc. These levels are:

<table>
<thead>
<tr>
<th>Access Right</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lookup</td>
<td>basic right just to see GroupWare folders (not to see items); this allows users to open subfolders they can be granted access to</td>
</tr>
<tr>
<td>Read</td>
<td>right only to read the GroupWare items and entries</td>
</tr>
<tr>
<td>Keep Seen Flag</td>
<td>right to mark a message as read</td>
</tr>
<tr>
<td>Write</td>
<td>right to set or clear flags other than seen and deleted</td>
</tr>
<tr>
<td>Insert</td>
<td>right to insert a new item</td>
</tr>
<tr>
<td>Post</td>
<td>right to send an email via SMTP</td>
</tr>
<tr>
<td>Create</td>
<td>right to create a new folder</td>
</tr>
<tr>
<td>Delete</td>
<td>rights to delete items from the public or shared folder</td>
</tr>
<tr>
<td>Expunge</td>
<td>mails can be removed from a folder (Inbox, Sent, ...) and sent to Trash for example versus deleted at all; this right allows final deleting of mails</td>
</tr>
<tr>
<td>Delete Mailbox</td>
<td>right to delete a mailbox</td>
</tr>
<tr>
<td>Administer</td>
<td>full rights</td>
</tr>
</tbody>
</table>

Permissions

It is a list of permissions attached to the object. This list specifies who or what is allowed to access the object and what operations are allowed to be performed on the object.

This dialog is used in the User, Group and Public Folders dialogs. It allows to define access rights to any folder (both GroupWare and IMAP) directly from the GUI and you can see the whole shared/public folder structure in a combined view.

For the Permissions dialog, refer to the Public Folder – General (see “General” on page 47) chapter – Permissions Tab section.

Permissions can be defined on each folder level and is automatically inherited from the parent if not defined. New "everyone" right has been introduced.

NOTE: Group members can edit their own contact information even if they have access rights to the group Contact folder set to Read only. (They still can not edit contact information of the other group members.)
Permissions Inheritance

Permissions inheritance is a mechanism that lets container objects (e.g. mail type folders, file ones, etc.) pass access control information to their child objects. A container’s child objects can be non-container objects (e.g. messages, contacts, files, etc.) as well as other container objects.

From administrator point of view, permissions inheritance simplifies access control management. An administrator can set the permissions on a parent object and does not need to set permissions on each child object.

Permissions Notification

IceWarp GroupWare Server sends notifications to users (after any permissions change) stating that they have been granted access rights.

These emails include information about:

- who has granted access
- to what folders
- what level of access rights the user has been granted

Similar type of notification is sent to resource managers and organizers when they are granted any roles related to these resources.

Folder Permissions Inheritance in IceWarp WebClient

When sharing folders in WebClient, any created child folder inherits access rights from its parent. These access rights can be changed (both increased and decreased) by the owner. In the case, you want to set access rights of this folder back to parent’s ones, you can use the Inherit button of the Folder Access Rights dialog (see the IMAP – Sharing Folders section). This eliminates necessity to set them back manually.

Setting Permissions

Examples of setting permissions are shown in the IMAP chapter:

- For on-server permissions setting, refer to the On-server Setup section.
- For setting folder access rights using an email client (at best WebClient), refer to the Creating the Resource – Sharing Folders section.
Scheduling and Resource Management

About

IceWarp GroupWare Server provides possibility of smooth scheduling and resource planning using various email clients. Examples given below describe scheduling workflows for IceWarp WebClient and Microsoft Outlook 2007.

Scheduling – meeting organizing, invitation of attendees, invitation acceptance/declining.

Resource planning – finding of time availability of shared resources (cars, meeting rooms, projectors, etc.), reservation of these items, eventual reservation cancellation.

User Roles, Resource Types

There are following Roles:

- **Attendee** – a person that is invited to a meeting (or another event). Presence of this person can be either required or optional.
- **Organizer** – a person who sends an invitation. This person does not need to accept/decline his/her attendance.
- **Resource** – a thing needed for an event. E.g. a meeting room, projector, car, laptop, etc.

Attendees and resources can have set their **Statuses** on:

- Pending
- Accepted
- Denied

After acceptance/rejection, the meeting organizer can find this status next to the attendee name. See lower.

Scheduling a Meeting

To schedule a meeting in IceWarp WebClient, do the following:
1. In the **Events** pane, create or edit an event. The **Event** dialog appears:
2. On the **General** tab, fill in all needed fields. Click the **Schedule** tab.

![Schedule tab](image)

**Note:** The time proposed is crosshatched through all attendee rows.

3. Select both attendees and resources (a meeting room here) using either the **Add User** or **Add Resource** buttons.

Clicking the **Add User** button opens the **Select Contacts** dialog:

![Select Contacts](image)
4. In the Select Contacts dialog, select the appropriate attendees by highlighting them and clicking the Selected button (You may want to use CTRL + click and/or SHIFT + click shortcuts to select multiple attendees.). Click OK.

5. Do the same for resources.

6. You can find the current attendee status in the All Attendees pane:

<table>
<thead>
<tr>
<th>All Attendees</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accepted</strong> –&gt;</td>
</tr>
<tr>
<td>Peter <a href="mailto:peter@ice.com">peter@ice.com</a></td>
</tr>
<tr>
<td><strong>Pending</strong> –&gt;</td>
</tr>
<tr>
<td>Ian <a href="mailto:ian@icewarp.com">ian@icewarp.com</a></td>
</tr>
<tr>
<td><strong>Denied</strong> –&gt;</td>
</tr>
<tr>
<td>Mike <a href="mailto:mike@icewarpes.com">mike@icewarpes.com</a></td>
</tr>
<tr>
<td>&quot;Meeting Room 2&quot; <a href="mailto:backoffice@ice.com">backoffice@ice.com</a></td>
</tr>
</tbody>
</table>

Accepting/Declining Meeting Invitations – IceWarp WebClient

All attendees receive invitation emails.

1. In the invitation email, click either the Accept button or Decline one.

The organizer is informed about your choice by an email message.

2. After acceptance, the event is added into the attendee’s calendar.

Accepting/Declining Meeting Invitations – MS Outlook 2007

1. In the MS Outlook, you will receive an invitation email:

The organizer is informed about your choice by an email message.
2. Double-click the icon with the `<NameOfMeeting>.ics` file. This reveals the Meeting email window:

![Meeting email window](image)

3. In the Respond pane, click the appropriate icon to reply (Accept, Tentative, Decline, Propose New Time).

   The Propose New Time icon gives you two possibilities:
   - Tentative and Propose New Time
   - Decline and Propose New Time

   Both of them open the Propose New Time window that is similar to the Schedule tab (see above). Here you can suggest different time for the meeting.

   The organizer will receive information about it and can deal with your proposal.

Planning a Resource

Server administrators can grant any of server users rights to view and/or manage individual resources. (Use the Permissions button on the appropriate resource tab.) These users can find resource calendars within the Resources folders of their email clients.

There are two ways how to plan a resource. (Provided that a user has at least write rights to a resource.)

- A user can insert a new event to this resource calendar and invite other possible attendees on the Schedule tab (see above).

  Using the resource calendar has an advantage of immediate knowing whether the resource is available or taken in the time you wish to use it.

- A user can add this resource to an attendee list on the Schedule tab when using a personal calendar.

  To do it, follow these steps:
  - Click the Add New button.
  - In the Select Contacts dialog, choose the Select Folder list item (see the figure).
• In the **Select Folder** dialog, select the **Resources** folder.
• In the **Contact Name** list, select the appropriate resource.

Your resource appears in the attendee list.

- The **Role** status of **Optional** is senseless.

**NOTE:** In the case of resource request rejection, an information email is sent. This email explains the reason. E.g. time conflict (the resource taken), temporary unavailability, etc.

### Time Zones

**Time Zones**

Some email clients support handling different time zones. This is very useful when planning e.g. a teleconference with attendees from more locations.

Revealing of another Time Zone

MS Outlook 2007 supports revealing of time of another time zone in its Calendar.

To reveal it, do the following:

1. In the main menu, select the **Tools – Options...** items.
2. In the **Options** dialogue – **Preferences** tab, click the **Calendar Options...** button.
3. In the **Calendar Options** dialog, click the **Time Zones...** button. The **Time Zone** dialog appears:

![Time Zone dialog](image)

4. Fill in the **Label** fields and select the **Time zone** items from lists. Tick the **Show an additional time zone** box.

5. Click **OK** (three times). Time zones will appear in the **Calendar** pane:
Changing Time Zone

Another functionality supported by MS Outlook 2007 is changing a Calendar time zone:

1. Follow the previous procedure to the step 3 – revealing the **Time Zone** dialog.
2. Click the **Change Calendar Time Zone** button.
3. Select the **Data File** item from the list. This allows you to select folders that you want to change a time zone for. Select the **Original Time Zone** (if it is not already selected).
4. Tick the **Move appointments created** radio button and select the new time zone from the list.
5. Optionally, tick the **Move meetings you organized** box to have times of meetings changed. Click **OK**.

SmartAttach

This powerful feature lets you extract email attachments to groupware and replace them with URLs within email bodies. Pre-defined text with a link to the appropriate folder is added into an email body (its header or footer respectively). Pre-defined text files can be of either HTML or plain text formats. When the filter is active, this action is performed with both incoming and outgoing emails. So sending out large mailing lists with big attachments (up to 2GB) is not an issue anymore.

**Content Filters** are used to define the conditions when **SmartAttach** is performed. These filters parse emails and perform various actions with their content, headers, footers, attachments, etc.

Why to Use SmartAttach Filter

There are these reasons for the filter use:

- To avoid email inbox overfilling.
- To improve (not to worsen, respectively) server connectivity – outgoing emails can be sent without large attachments, just with links to them. Only those recipients who want to download attachments deal with them.
• To prevent email rejection by a server because of attachment size.
• To have possibility to delete attachments even after the message has been sent.

Example

Users use mailing lists. These lists can be very extensive. Users do use them regardless of the fact that some recipients (servers) can use attachment rejection policy. The SmartAttach filter is the solution.

File Folders

The file folders are connected to defined accounts. Folder names are to correspond with the file directories. It is possible to define any amount of file folders. For information about IceWarp WebClient’s File folders, refer to the IceWarp WebClient section.

Variables in Pre-defined Text

These variables can be used in the resulting email after the SmartAttach content filter has been applied for creation of links that refer to extracted files.

Supported variables are:

• %url%
• %file%
• %index%
• %expire%
• %size%
• %expiredate%
Email Example

![Email Example]

NOTE: Email messages have this look, when they are sent as HTML text ones. When sent as plain text messages, their look is little bit different.

On-server Setup

To set this filter, do the following:

1. In the navigation pane, click the Mail Service – Filters nodes.

   In the Filters node – Content Filters tab click the Add... button.

   The Rule dialog appears.

2. Do one of the following:

   • To apply SmartAttach globally for all system accounts, select the All messages, or Where message contains attachment, in the Conditions frame.

   • To apply SmartAttach for a domain or selected user(s), select Where sender matches some words and specify either the domain name or user names.

   • To apply SmartAttach based on attachment size, add the condition Where message is size, click size in the lower pane and define the size limit.

   NOTE: If you enable SmartAttach for multiple recipients using multi-select condition within a single content filter, they will all share a common storage and other settings as defined further.
3. Select the account under which attachments will be saved, so that you can manage them in one place in case of groups and domains.

On the right side of the Account field, click the button.

The Select Item dialog appears.

From the Domain combo box, select the appropriate domain. From the Account type combo box, select the appropriate type. In the frame, select the appropriate account and click the Select Account button.

The SmartAttach dialogue box appears again.

4. Into the Files Folder field, write the folder name where to store the attachments within the mailbox folder tree of the above respective account. The default directory used by IceWarp WebClient for attachment storage is IceWarp\mail\[domain]\[account]\~gw\attachments\.

5. Into the Expiration (Days) field, write number of days attachments will be stored for. The attachments will be removed automatically after the specified time. Use 0 for unlimited expiration (never deletes attachments automatically).

6. If you want to enable anonymous access, select the Anonymous access check box, otherwise the recipient will need to authenticate with the credentials of the above selected account in order to download the attachment.

7. If you wish to customize the format of the resulting email by defining own headers and footers, click the Header/Footer... button and locate text (any extension) and HTML (html extension) parts of your customized header and footer.

8. In the Rule dialogue box, fill in the rule name into the Title field and click OK.

In the filter frame, the new rule name appears.

NOTE: If you want to use SmartAttach, WebDAV has to be active and its URL has to be set properly.

IceWarp WebClient

As a domain (or server) administrator, you can enforce domain (server respectively) users to use SmartAttach within the Administrator Options dialog – Mail – Default tab.
Select the appropriate value of an attachment size from the Use SmartAttach list. (Yes means that all attachments will be extracted. Do not forget to tick check boxes, if they are not.)

Users can set this function for themselves on the same tab of the Options dialog. The extracted attachment is saved into the user’s Files folder.

NOTE: If both the server SmartAttach content filter and WebClient SmartAttach are applied, the extracted attachments are stored within individual user's File folders. The appropriate path is similar: 
\texttt{	extasciitilde gw}\textbackslash attachments\textbackslash .
URL Shortener

Each SmartAttach URL is shortened to a 10 character one. The **Google URL shortener** and **ur.ly** (default) are supported. When a message is sent as HTML, it looks as in **Email Example** (above). When sent as a plain text message, its look is similar to this one:

This feature can be disabled via AIP console. The appropriate variable is `c_smartattach_urlshortenerfortickets`.

"Hidden" SmartAttach

For end users, it can be a bit annoying/confusing to have to deal with the SmartAttach information shown above. IceWarp Server provides the feature that moves attachment links to the the `Attachments` field. The SmartAttach technology is still used but the SmartAttach information text is not present.

New email message headers are used:

```
X-IceWarp-SmartAttach: size=""; name=""; url=""; [all="true"]
```

One header is used for each attachment plus one for **Download All**. IceWarp Server deals with these links and places attachment links properly. In the message HTML code, the `<div class="smart-attach">....</div>` tag is used. When the server recognizes SmartAttach headers, this tag (that includes whole SmartAttach HTML header) is hidden.

**NOTE:** Third parties servers that do not support this enhanced SmartAttach feature, use the usual SmartAttach as shown above.
SmartAttach Customization

When using SmartAttach, an English text pre-defined in the server code with a link to the appropriate file is added to the email body (its header or footer respectively). Pre-defined text can be of either HTML or plain text formats.

SmartAttach supports a full range of customization/localization options:

- Global configuration file used to override the default template (smartattach.dat)
- Header/footer definition files for both HTML and plain text formats (files of arbitrary names located in arbitrary paths, referenced in smartattach.dat)
- Attachment variables that are replaced by actual values when the email is sent (e.g. %url%)
- SmartAttach templates that perpetually populate the header/footer with each attachment
- Constants that define the syntax of templates

1. The default global template can be overridden via [Installation Directory]/config/smartattach.dat file, for example if you wish the download links to appear at the beginning of the email.

   See also examples/smartattach.dat

2. The first line contains headerfile;htmlheaderfile and the second one footerfile;htmlfooterfile strings with path references to the custom header/footer file names.

   NOTE: These header/footer texts will be applied both to SmartAttach Content Filter and SmartAttach in IceWarp WebClient.

   NOTE: The SmartAttach template syntax have to be used in all of these four files. If using custom header/footer, always define both HTML and plain text format, otherwise formatting issues can occur.

   ALSO, use all supported variables (see lower) in your customized files, otherwise headers (footers respectively) will not be shown.

   See examples:

   examples/smartattachtextheader.dat
   examples/smartattachtextfooter.dat
   examples/smartattachhtmlfooter.html
   examples/smartattachhtmlheader.html

3. Supported variables are:
   - %url%, attachment download link
   - %file%, attachment file name
   - %index%, numbered order of the attachment
   - %count%, total number of attachments
   - %expire%, number of days after which the attachment download link expires
   - %size%, attachment size
   - %expirdate%, date of the attachment link expiration

4. When creating a custom template, do not forget to enclose the attachment part into <smartattach:template></smartattach:template> tags. The content between these tags will be repeated as many times as many attachments the email has.

5. There are also special tags
<smartattach:expire>
</smartattach:expire>

which enclose part of the template that will be included only if the attachment expires after some days. In other words, emails with smartattachments sent through through Content Filters where Expiration is set to 0 (never expires) will not have this part.

To customize SmartAttach headers/footers:

1. Define your own header/footer files, for simplicity leave them in [Installation Root]/config but they can be anywhere, of any name.

2. The easiest way is to copy over the files in /examples/smartattach*, and localize the strings they contain with the exception of <tags> and %variables%.

   **NOTE: Do not forget to remove all commented lines from the example files!**

3. You can make any other adjustments such as swapping the contents of header and footer if you wish the links to appear at the end of email rather than on its beginning (the default).

4. If necessary, create or edit the [Installation root]\config\smartattach.dat file so that it refers to the previously created header/footer files.

5. This is sufficient for WebClient SmartAttach localization.

6. To create an individual header/footer for a domain, create a custom SmartAttach Content filter and select the new header/footer file using the Header/Footer dialog while setting up the filter. For more details, refer to the On-server Setup section of the GroupWare – Sharing Concepts – SmartAttach (on page 21) chapter.

   **NOTE: Individual [such as per domain] header/footers will not work in IceWarp WebClient. WebClient will use only the global setting configured by smartattach.dat.**

   **NOTE: If the header/footer does not contain the mandatory template tags, then the default one is appended.**

WebFolders

About

This feature allows you to store, transfer and backup files stored in remote servers over the Internet connection, directly from your desktop as a mapped network drive. It is recommended for corporate environments due to its firewall friendliness and full SSL support.

Setup in Windows XP

To connect to your server using Windows XP, do the following:

1. In the Start menu, click the My Network Places item.
   The My Network Places dialog appears.

2. In the Network Tasks pane, click the Add a network place link.
   The Add Network Place Wizard appears.

3. On the Welcome page, click Next.
4. On the next page, click the Choose another network location. Specify the address of a Web Site, network location, or FTP site item to highlight it, click Next.

5. Fill in the Internet or network address field. The right address format is:
   http://<server>/webdav/<email_address>.
   E.g.: http://mail.icewarpdemo.com/webdav/john.doe@icewarpdemo.com
   Click Next.

6. Fill in the Type a name for this network place field. Click Next.

7. Click Finish.

Setup in Windows 7

To connect to your server using Windows 7, do the following:

1. In the Computer directory, click the Map network drive button.
2. In the **Map Network Drive** dialog, select a drive and enter URL to the **Folder** field. Click **Finish**.

The **Connect to...** dialog appears.

3. Fill in your email address into the **User name** field and password into the appropriate field. Click **OK**.

A new window with this network drive appears.

**Setup in Mac OS X (Finder)**

To connect to your server in Finder, do the following:
1. From the Finder application menu, select **Go – Connect to Server** (or press **Command+K**).

   ![Connect to Server](image)

   ![Connecting to Server](image)

   ![Enter name and password](image)

2. In the **Connect to Server** dialog, enter URL to the **Server Address** field. Optionally, click + (plus) button to add it to your **Favorite Servers**. Click **Connect**. The **Connect as...** dialog appears.

3. Fill in your email address into the **Name** field and password into the appropriate field. You can tick **Remember this password in my keychain** if you wish to save these credentials. Click **Connect**. A new window with this network volume appears.

4. You can drag the volume (labeled with your email address) to the Finder side bar to save it as a shortcut in Favorites.
5. To show the drive on your desktop, enable **Finder – Preferences... – Show these items on the desktop** – tick **Connected servers**. Or drag the volume to the desktop to create an alias.

6. To browse your **Files**, you need to select the **Files** folder from the drive folders. This is a limitation of the Finder. You can drag the **Files** folder as an alias to your desktop or Finder side bar favorites.

**Setup in Cyberduck**

To connect to your server using Cyberduck (Open source FTP, SFTP, WebDAV, Cloud Files, Google Docs & Amazon S3 Browser for Mac & Window), do the following:

1. From the Cyberduck application menu, select the **File – New Browser...** items (or press **Command+N**). Then select **File – Open Connection...** (or press **Command + O**). New connection window appears.
2. From the dropdown menu at the top, select **WebDAV (HTTP/SSL)** or **WebDAV (insecure, download only)**.

3. Into the **Server** field, type the server hostname (first part of URL).

4. Into the **Username** field, type your email address.

5. Into the **Path** field, type the path (second path of URL including your email address). You can also include the folder name, to directly open your **Files** folder, such as: `/webdav/demo@icewarp.com/Files/`
6. In the Login with username and password dialog, fill in your email address into the Username field and password into the appropriate field. You can tick Add to Keychain if you wish to save these credentials. Click Login.

7. A new file browser window with this network volume appears and the connection is added to your bookmarks, which you can access from the Cyberduck application menu – File – New browser... (or Command + N) and double clicking the bookmark, or by choosing it from the Bookmark menu.

Working with WebFolders

It is possible to work with files that are placed in the Files folder. You can perform all usual operations (e.g. deleting, copying, moving, ...).

These files are also accessible via IceWarp WebClient.
As this feature is related only with files, entering of other folders is senseless – you can find files there, but you cannot work with them.
SmartDiscover

About

For detailed information, refer to the ActiveSync Guide – AutoDiscover section.

Configuration

1. The administrator needs to ensure that either of these DNS records exist:
   - DNS A record: `autodiscover.icewarpdemo.com` (normally it does not exist)
   - DNS A record: `icewarpdemo.com` (where the domain is the exact hostname of the server where all services are running; normally it does not exist for a plain mail server, but can be already established for web, XMPP or SIP services)

   Use the supplied DNS Query utility found in `<Installation root>\dnsquery.exe` to check your A records (Host address) if the AutoDiscover fails for ActiveSync clients.

   **NOTE:** For Notifier and other IceWarp native clients, the records do not have to be established in DNS – these clients will also check the hostname using the MX records, i.e. if the email is working, Notifier will configure itself without additional DNS changes. However for ActiveSync, one of the A records above must exist.

2. A non-expired, CA-issued SSL certificate needs to be installed on the server for AutoDiscover to work with iPhone. Windows Mobile requires a non-expired, either self-signed or CA-issued SSL certificate public key to be installed on the device, corresponding to the certificate installed on the server. Otherwise the AutoDiscover will fail due to untrusted connection with the server (and therefore untrusted authentication).

Global Address List (GAL)

About

**What is GAL in IceWarp Server?**

- GAL is any public contact folder with a GAL flag
- an IMAP user account which contains a public contact folder set as GAL
- a public folder which contains a public contact folder set as GAL
- GAL can be automatically populated from a group's member list
- there can be multiple GAL folders (one for each public folder) and user can browse through all of them on Windows Mobile, iPhone or Blackberry, taking advantage of a transparent multi-folder access
- having multiple GALs is also a great feature if the user is a member of more groups
- GAL can contain photos, certificates and other resources associated with a contact
- users with write rights can add new contacts to GAL – even external email addresses are accepted

For more information, refer to the ActiveSync Guide – Global Address List section.
Creating GAL

1. **Automatically:**
   
   Create a new group account *(Ctrl+G)*, check the *Create a public shared folder* option, name the folder (e.g. Contacts) and check the *Populate GAL with group members* option. Switch to the *Members* tab, click *Add...* and select any accounts on the server, then confirm the selection by clicking the *Select Account* button. You can repeat this step until the GAL is populated with all members. READ access is enough for GAL.

2. **Manually:**
   
   Assume you have a user account, a group account or a GroupWare Public Folder which contains a public Contacts folder that you want to publish as GAL. Go to *GroupWare – Public Folders*, select the account, on the *Permissions* tab, select the *Contacts* folder (if there are multiple Contacts resources, you can select which of them will be your GAL) in the *Folders* dialog, click *Set as Global Address List (GAL)*. The *(GAL)* tag will appear next to the selected folder.

*NOTE:* You need at least one GroupWare license in order to create the public folder for GAL. If you do not have Groupware license purchased for all the users to browse the GAL, GAL works with limited functionality. GAL contacts are still offered in autofill and when the *TO* button (email composer window – e.g. WebClient) is clicked, but the GAL contact folder does not appear in an email client folder tree.

Remote GAL

You may want to have a synchronized GAL for a distributed domain. To create it, follow these steps:

1. For each domain part, create a public group on the local server.
2. Populate these groups with wished local users. (Typically all users of the local domain part – not necessarily.)
3. Add other created groups each to other(s).

4. Do not forget to tick the **Populate GAL with all members** and **Allow GAL export for other servers within distributed domain** boxes (the **Domains and Accounts – Management – <domain> – Groups – <group> – Group tab**).

   **NOTE:** Minger servers have to run on all servers with this distributed domain.

   Also, users with the appropriate rights can add (modify) GAL entries. These changes will be synchronized to all domain users.

**Example:**

You have a distributed domain on two servers – A and B.

The domain part on the server A has 24 users. On this server, you can create a group (groupA@domain.com) on this server and add all wished users as its members (e.g. all 24).

The domain part on the server B has 6 users. On this server you, can create a group (groupB@domain.com) and add all wished users (e.g. 4 of 6) as its members.

On the server A, add **groupB** as a member of **groupA**. On the server B, add **groupA** as a member of **groupB**.

   **NOTE:** Each group includes users from a local distributed domain part twice, but GAL entries (users) will not duplicate.

**Miscellaneous**

**Access to Unsubscribed Folders**

It is possible to open a shared account folder that you do not have subscribed yet. This also applies to IMAP. You only need to know the name of the account and the rest is done by GroupWare itself.

In GroupWare it is even better. After opening a shared account folder, you will automatically get the list of all folders (including the newly opened shared account). This is handy for systems where you do not wish to subscribe to resources but just want to peek...

**IceWarp WebClient** has a nice feature that can simplify account sharing: The left frame of the **Select Contacts** dialog (see the **Shared Items (on page 10) – Sharing Folders** subchapter) is pre-populated with accounts that share folder(s) to you and that you can but need not to subscribe to.

**IceWarp Outlook Sync**

IceWarp Outlook Sync for Microsoft Outlook is a plugin which implements MAPI Storage provider to utilize IceWarp GroupWare Server collaboration capabilities over the IMAP protocol, natively enabling the full scope of Outlook sharing, planning, resource management and email features:

- on-line connection to server over IMAP protocol for email and groupware
- server push: instant update of new or changed items
- advanced permissions (IMAP) management
- all groupware functions available within Outlook supported
- most of the features/functions of Outlook are supported (over 95%)
- shared contacts, calendars, tasks, notes, journals, files
- resource management, public folders sharing, public address books
- appointments/tasks scheduling, voting, grouping, sharing
- multiple accounts under one profile to access emails and shared resources
- auto-subscription to all public and shared accounts

IceWarp Outlook Sync requires IceWarp Server 10 and higher, supports Outlook 2007 and 2010.

**GroupWare vCards**

Not only the IceWarp GroupWare Server supports **FBURL** property but this property is automatically set to the user’s free/busy URL on the server. If the user is from the local server, the URL is simply processed and inserted. This applies to all systems (SyncML, CalDAV and IceWarp Outlook Sync).

Clients that support the free/busy status can display it.

**Nested Root Folders**

Any **public folder** does not have to be a root folder but a folder hierarchy level. The same applies for shared accounts. You can put all shared accounts into a root folder such as **Shared Accounts** using the new groupware shared account prefix option. It applies to both IMAP and GroupWare.

As a result you can have multiple public folders but still make an impression of only one root folder (e.g. **Public\Division1, Public\Division2**).

The same applies for **shared folders** (plus resources):

1. Create a public folder called e.g. **Public Folders**. Use a group account for this public folder. (Whole this step is optional only.)
2. Under **GroupWare – General** tab, specify the **Shared account prefix** feature – e.g. **Public Folders/Users/**.
3. Login to WebClient again.
   - All shared accounts will be listed under **Public Folders/Users/**.
   - If you are an organizer of any resource, you will find these resources in this folder too.
Reminders

WebClient also allows users to set reminders for events and tasks. There are several possibilities how to be reminded:

- Email message – the user receives an email message – reminder in the determined time.
- Instant Messaging – the user receives an IM reminder similar to usual IM communication.
- Desktop pop-up – the user is reminded by a pop-up dialog in Outlook and other desktop clients.

Specific date/time reminders are supported within WebClient Tasks. You can set you want to be reminded e. g. on April 1st 2010 at 9:10.

IceWarp WebClient Backup

WebClient offers user a self-service backup of all groupware items. This means that it is possible to backup Contacts, Calendars, Journals, Notes, Tasks and Files. This backup does not include mail folders.

The backup file format is XML, its name is: `<user's email address>.xml`

To backup groupware items, do the following:

1. In the WebClient main menu, click the Tools – Import/Export items. The Import/Export dialog appears.
2. On the Groupware tab, click the Export button.

![Image of Import/Export dialog]

3. In the File Download dialog, click the Save button.

4. In the Save As dialog, select a backup location and click Save.

To import a backup file, do the following:

1. In the WebClient main menu, click the Tools – Import/Export items. The Import/Export dialog appears.
2. On the Groupware tab, click the Import button.
3. In the Choose file dialog, select the appropriate backup file and click Open. (Click OK to confirm successful import.)

   This action recovers all groupware items.

### Sending GroupWare Items

You can send groupware items either as email attachments or via WebClient instant messaging.

It is easy to send groupware items as email attachments using WebClient or MS Outlook.


Sending via MS Outlook is very similar.

For description of sending groupware items via WebClient instant messaging, refer to the same chapter.

**NOTE**: (Server, domain, user) mailbox quotas are checked when users are attempting to send groupware items. In the case any of quotas is exceeded, senders are not allowed to send these emails.

In the same way, incoming emails with groupware items attached are rejected if they violate recipient’s (IceWarp Server user’s) mail box quotas.

### Calendar Services

This feature represents a big shift from the previous Holidays solution. The Holidays system has been discontinued although the old files are still supported and converted to iCalendar files. Calendar Service is a service that any user can subscribe to (is presented with a list of services or holidays) and these events are automatically merged to any calendar view.

Originally, the data was stored in flat files and was processed directly. The new functionality stores data in GroupWare just like any other calendar items.
There is an internal public folder called `calendarservicesuser` which you can update the permissions for, so anybody can browse that account. A new API function `ImportHolidays()` has been added. It imports all `.ics` files or old `.dat` files (they are converted to `.ics` files first) into GroupWare. Each holiday is a folder (e.g. `holiday/us`) containing all events in a single `.ics` (old `.dat` respectively) file with many vCalendar objects. This means that any groupware functionality can be utilized. Recurrences, exceptions, etc.

Holidays are automatically imported during each upgrade and database creation. You can also force the import via `tool upgrade <anyversion>`. It is recommended to use `iCalendar` instead of the old flat file format as this gives you more power and calendar details.

The groupware API function `AddvCalendar()` has been also updated so it supports unlimited number of events in one `iCalendar` object – multiple-event `iCalendar` object. So an import of one holiday is just a single `AddvCalendar()` call and it imports all holidays and other events to the selected folder.

It is extremely easy to create holiday calendar services or even company event services. All you need to do is to create a new folder in the `/holidays/` folder, create the `info.dat` (still required) and place the `.ics` file there and execute `tool upgrade 0`. Then select your desired calendar services in WebClient.

### Private Attribute

If the `Private` checkbox is marked (in WebClient or Outlook), the item can not be seen by other users to which the folder is shared via permissions. In other words, it overrides these permissions. Similar to the `Confidential` setting in Outlook.

### Deleted GroupWare Items Recovery

It is possible to recover deleted groupware items. These items are stored within the `WebClient – Recovery Items` folder. Under the server GUI – `GroupWare – General` tab, you can set a time these items are kept for. By default, it is 30 days. It is also possible to change this value using API Console – `c_gw_keepdeleteditemsexpiration`.

If disabled, you have to set the `c_gw_keepdeleteditems` API value to `true` (use API Console).
Sharing Examples

This section provides you with some typical examples of groupware use. There are much more other possibilities; following are the most common ones.

Boss and Secretary

A boss and his/her secretary can use a shared calendar to be informed about their events, meetings, business trips, personal events, etc. There are various combinations of access rights setting beginning with (mutual) read only up to full access for both of them. This allows e.g. such a boss to let his/her secretary to organize meetings, business trips and so forth. If the boss uses also any kind of mobile devise (plus synchronization), he/she can be informed about new entries in a real time.

Scenario Example

A boss may want to let their secretary to accept/decline invitations sent to them. In this case, it is necessary to:

- set Inbox access rights (see the Shared Items (on page 10) chapter) for the secretary (at least) to Read, Write, Modify for Items plus Read for Folder.
- set Events access rights for the secretary (at least) to Read, Write, Modify, Delete for Items plus Read for Folder.

With folder access rights set according to this, the event is added to the boss' calendar and invitation sender is informed from the boss' email address.

Employee Takes Holiday

An employee taking a holiday can temporarily share folders (e.g. Inbox, Calendar, Contacts) with another one who can answer email messages, add events and notes, use contacts, etc.

After return from a holiday, the employee has all information necessary to continue in his/her work.

Changing Positions

IceWarp GroupWare Server enables you to remove users from groups, add them to another ones and set their privileges easily. This is very useful when new employees come, other promote, etc.

Company Address Book

Besides of Contacts and Distribution Lists, the Global Address List can ease work. As it contains all company employees and groups, it is very easy to deal with.
Reference

This chapter describes single features of the administration console GUI.

IceWarp GroupWare Server structure consists of following nodes and tabs:

- General
- Public Folders
  - General
  - LDAP
- WebClient
- ActiveSync
- SyncML
- WebDAV

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ActiveSync ............................................................ 55
SyncML ............................................................... 57
WebDAV .............................................................. 59

General

On-server Setup

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DB settings</td>
<td>Press this button to configure your database settings (see Database Settings section for more information).</td>
</tr>
</tbody>
</table>
### Shared account prefix
Specify a prefix for shared accounts.
By default, this prefix is set to “~” (tilde). It is recommended to keep this setting.

**NOTE:** When subscribing shared folders within IMAP email clients (except for IceWarp WebClient) it is necessary to fill in shared account names with this prefix. See the IMAP chapter – Subscribing Folders section.

**NOTE:** You can keep all shared folders in one root folder. For more information, refer to the Miscellaneous (on page 38) chapter – Nested Root Folders section.

### Keep deleted items for (Days)
Set number of days. Deleted groupware items can be recovered during this period. After this time, they are deleted permanently.
To disable this feature, set the value to 0 (zero).

**NOTE:** Any new installation has this mode by default active. It can be disabled only via the API (`c_gw_keepdeleteditems`).

**NOTE:** Access mode to the service can be set on both domain and user levels. See the appropriate places ([domain] – Policies, [user] – Policies).

### Notification
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enabled</td>
<td>Tick the box to enable notification.</td>
</tr>
<tr>
<td>Notification sender</td>
<td>Specify the email address to be used as the SMTP sender for GroupWare notification messages.</td>
</tr>
<tr>
<td>Notification from</td>
<td>Specify the SMTP From address.</td>
</tr>
</tbody>
</table>

### Field
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Start</td>
<td>Click the button to start the GroupWare module. See the System Node – Services – General tab.</td>
</tr>
<tr>
<td>Stop</td>
<td>Click the button to stop the GroupWare module. See the System Node – Services – General tab.</td>
</tr>
<tr>
<td>Backup Data</td>
<td>Click this button to backup an account. The Select Item dialog (see the User Groups – Creating the Resource section) will open, here you can select the account or domain to be backed up. Choose the account and press the Select Account button. A standard file browser will open allowing you to choose the destination folder for the backup.</td>
</tr>
</tbody>
</table>
### Restore Data
Click this button to restore an account.
A standard file browser will open allowing you to select the backup file to be used for this restore.
The restored account (or domain) is not selected as this information is included in the backup file.

### Restore From DB
This feature allows you to restore only one user, group or domain from your backed up database and leave the currently running database intact.
Click the button to open the **Database Settings** dialog where you can select the appropriate user, group, domain.
For detail description of this dialog, refer to the manual.chm – Shared Topics – Database Settings section.

**NOTE:** The dialog opened here is slightly different – the **Backup Connection** section plus some buttons are missing.

### Delete Data
Click this button to delete all data for a specific account. The Select Item dialog will open to allow you to choose the account or domain whose data is to be deleted.

### Rename Folders
Click the button to rename default groupware folders for either single users or whole domains. The **Rename Default Folders** dialog opens.

**NOTE:** You can rename also default WebClient folders here.

---

**Rename Default Folders**

<table>
<thead>
<tr>
<th>Accounts:</th>
<th></th>
<th>Select...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domains:</td>
<td>icewarpdemo.com</td>
<td>Select...</td>
</tr>
<tr>
<td>Language:</td>
<td>English</td>
<td></td>
</tr>
</tbody>
</table>

**Groupware default folders**

<table>
<thead>
<tr>
<th>Events</th>
<th>Calendar</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contacts</td>
<td>Contacts</td>
</tr>
<tr>
<td>Tasks:</td>
<td>Tasks</td>
</tr>
<tr>
<td>Notes</td>
<td>Notes</td>
</tr>
<tr>
<td>Journals</td>
<td>Journal</td>
</tr>
<tr>
<td>Files</td>
<td>Files</td>
</tr>
</tbody>
</table>

**WebClient default folders**

<table>
<thead>
<tr>
<th>Trash</th>
<th>Trash</th>
<th>Rename Folders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sent</td>
<td>Sent</td>
<td></td>
</tr>
<tr>
<td>Drafts</td>
<td>Drafts</td>
<td>Close</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Accounts</td>
<td>Fill in accounts (email addresses) that you want to rename folders for. You can use the <strong>Select</strong> button to open the <strong>Select Item</strong> dialog.</td>
<td></td>
</tr>
<tr>
<td>Domains</td>
<td>Fill in domains that you want to rename folders for. You can use the <strong>Select</strong> button to open the <strong>Select Item</strong> dialog.</td>
<td></td>
</tr>
<tr>
<td>Language</td>
<td>Select the language you want to rename folders for.</td>
<td></td>
</tr>
<tr>
<td>GW default folders</td>
<td>Rename groupware folders here.</td>
<td></td>
</tr>
<tr>
<td>Rename Folders</td>
<td>Click the button to perform changes. The dialog stays open for other possible changes.</td>
<td></td>
</tr>
<tr>
<td>Close</td>
<td>Click the button to close the dialog.</td>
<td></td>
</tr>
</tbody>
</table>

Public Folders

Public Folders consist of a shared folder structure that is accessible for all group members according to their access rights.

This chapter describes:

- **Public Folders** – created as parts of group accounts. These folders contain both mail and non-mail folder types.
- **LDAP** – allows synchronization of GAL items into LDAP.

Regardless of physical and "historical" separation of Public and IMAP Folders (e.g. MS Exchange), IceWarp Server uses different conception. Its Public Folders aggregate both Public and IMAP Folders. You define only one Public Folder and both IMAP and GroupWare resources are created. Also permissions are same for both folder types.

If only one of these folders exists, the second one is automatically created when the existing one is edited and changes are saved.

General

About

Public folders are created to collect, organize and share information with others. Typically, public folders are used by project teams or user groups to share information on a common area of interest. The owner of a public folder can set privileges so that only a selected group of users have access to the folder, or the folder can be made available to everyone on the network who uses the same mail server. Privileges can have different levels – users can view, read, modify, delete files, create new folders (or delete existing ones) within the public folder they have access granted to, etc.
On-server Setup

Selecting the Public Folders node – General tab presents a list of defined public folders.

<table>
<thead>
<tr>
<th>Name</th>
<th>Account</th>
</tr>
</thead>
<tbody>
<tr>
<td>Developers</td>
<td><a href="mailto:developers@icewarptest.com">developers@icewarptest.com</a></td>
</tr>
<tr>
<td>Quality Engineers</td>
<td><a href="mailto:qe@icewarptest.com">qe@icewarptest.com</a></td>
</tr>
<tr>
<td>Support</td>
<td><a href="mailto:mike@icewarptest.com">mike@icewarptest.com</a></td>
</tr>
</tbody>
</table>

Use the Delete button to delete a selected public folder.

Using the Add or Edit button will open the Public Folder dialog:

Public Folder Tab

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Folder name</td>
<td>The shared folder name as it will appear in a mail folder structure.</td>
</tr>
<tr>
<td>Root IMAP Folder</td>
<td>Specify a folder name here. Only this folder and its subfolders will be shared to members. Use the ‘...' button to open the Select Folder dialog where you can select which folder you want to use from a folder tree view. (Only the mail type folders are shown here.) If this box is empty, the INBOX folder will be used as the shared folder by default. If the whole account should be shared, write the &quot;.&quot; (dot) into this field. In this case, the next feature is disabled. NOTE: This field may contain also a hierarchical delimiter. E.g.: &quot;Inbox\New&quot;</td>
</tr>
</tbody>
</table>
NOTE: Do not set different root folders for IMAP and groupware items. It can (and probably will) cause access rights conflict.

The root mailbox is only a folder container and cannot be selected

Tick this box if you want to grant users access to the selected folder but restrict them from seeing items that this folder contains. In this case, these users are granted access to subfolders and can see/read items placed there.

Permissions Tab

Selecting the Permissions tab presents a list of folders – both groupware and IMAP ones:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permissions</td>
<td>Click the button to set access rights for folder subscribers. The Permissions dialog appears – see further.</td>
</tr>
<tr>
<td>Folder Synchronization</td>
<td>The file type folders are integrated with real file directories. You can link a folder to a real directory and all files in this folder are accessible also using a file system. To define the appropriate directory, click this button (only in the case of selecting a file type folder, this button is enabled) and in the Path dialog, select the desired address. Unicode is fully supported so you can use any file names. Recursive (Synchronize subdirectories) – tick this box if you want all subdirectories (plus included items) to be synchronized/shown too.</td>
</tr>
</tbody>
</table>

NOTE: If using DropBox, you can easily link its folder (that is within your computer) to a file
type folder in a folder tree.

For SkyDrive, the situation is different: You have to find out the server that provides this service to you. Use the following URL:


Once you have the URL, just map a new network drive. Type in the URL and choose your drive. It will prompt you for your username and password. After that use Folder Synchronization and you are done.

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Account/Access</td>
<td>List of individual members with their access rights.</td>
</tr>
<tr>
<td>Account</td>
<td>You can fill in an account into this field and add it into the Accounts list by clicking the Add</td>
</tr>
<tr>
<td><strong>button.</strong></td>
<td>Click the button to open the Select Item dialog where you can select accounts (both individual and group ones). For more details about this dialog, refer to the User Groups (on page 7) section. You can also fill in an account that is not in the Select Item dialog list into the Account field and click this button to add it directly. The Select Item dialog is not opened in this case.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>Add</strong></td>
<td>Click the button to add an account from the Account list. The Select Item dialog opens – here select a user or group you want to grant the copied rights to.</td>
</tr>
<tr>
<td><strong>Copy</strong></td>
<td>Select an account from the list and click the button to copy the selected account’s rights. The Select Item dialog opens – here select a user or group you want to grant the copied rights to.</td>
</tr>
<tr>
<td><strong>Delete</strong></td>
<td>Click the button to delete an account from the Account list.</td>
</tr>
<tr>
<td><strong>Account</strong></td>
<td>The selected account is shown. Also use to select everyone. Click the Add button to add it into the list.</td>
</tr>
<tr>
<td><strong>Permissions</strong></td>
<td>Here you can select one of mostly used rights combinations. Optional.</td>
</tr>
<tr>
<td><strong>Access Control</strong></td>
<td>Select the appropriate access rights. For detailed description of access rights in this pane, refer to the Access Rights (on page 12) section.</td>
</tr>
<tr>
<td><strong>Inherit</strong></td>
<td>Click the button to inherit access rights from the folder’s parent.</td>
</tr>
<tr>
<td><strong>Apply Changes</strong></td>
<td>Click the button to save the performed changes.</td>
</tr>
</tbody>
</table>

### Creating a Public Folder

1. Under GroupWare – Public Folders, click the Add... button.
2. In the Public Folder dialog, fill in the Folder name field, write or select the account that you want to share. (if this does not currently exist, you have to create it first under Domains and Accounts – Management – <domain>, right-click the Groups node and select the Add... – Group items.)
3. In the Mailbox (INBOX) field, specify the folder that should be used instead of the Inbox one – if desirable.
4. On the Permissions tab, select subscribers and their rights. You can also select a group as a subscriber. It is also possible to add users/groups from other server domains.
5. Optionally, you can link the Files folder with a real directory using the Files Directory Mapping feature and set any contact type folder as Global Address List.

   **NOTE:** Recommended way how to create a public folder is ticking the Create a public shared folder box when creating a group.

### LDAP Synchronization

There is following kind of LDAP synchronization in IceWarp Server:

- The GroupWare – Public Folders – LDAP tab is the place where GAL is synchronized to LDAP. This is used for email clients (Outlook, Thunderbird, ...) query about the Address Book.
LDAP

About

This feature allows synchronization of GAL items into LDAP.

When a public folder GAL is edited (adding members, changing access rights), all changes are sent into LDAP. This enables those who do not use MS Outlook or IceWarp WebClient to search within a company account structure.

On-server Setup

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>Check this option to enable LDAP synchronization.</td>
</tr>
<tr>
<td>LDAP Host</td>
<td>Enter the hostname of your LDAP server.</td>
</tr>
<tr>
<td>Base DN</td>
<td>Enter the Base DN of your LDAP server.</td>
</tr>
<tr>
<td>User DN</td>
<td>Enter the User DN for your LDAP server.</td>
</tr>
<tr>
<td>Password</td>
<td>Enter the password for the specified User DN.</td>
</tr>
</tbody>
</table>

Field Description

Active

Check this option to enable LDAP synchronization.

LDAP Host

Enter the hostname of your LDAP server.

NOTE: You can force secure communication with the LDAP server by specifying ldaps://<your_ldap_server>

Example:

ldaps://ldap.icewarp.com

or ldaps://182.164.6.24

Base DN

Enter the Base DN of your LDAP server.

User DN

Enter the User DN for your LDAP server.

Password

Enter the password for the specified User DN.
## WebClient

The IceWarp Server Administration GUI offers the following WebClient configuration options:

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Active</strong></td>
<td>Check this box to activate IceWarp WebClient.</td>
</tr>
<tr>
<td><strong>SMTP Server</strong></td>
<td>This field should usually be left blank to allow IceWarp Server to use the default SMTP server. Only change this information if instructed by support staff.</td>
</tr>
<tr>
<td></td>
<td>NOTE: The default for WebClient's SMTP and POP/IMAP is 127.0.0.1. If you change the IP set for SMTP and/or POP/IMAP in the WebClient node, whatever IP you put there, it is the IP WebClient will connect to to send (SMTP)/receive (IMAP/POP) emails and the services have to be bound to such an IP. So if you change SMTP and POP fields and put your server's NAT IP there, your SMTP and POP services (System – Services – double click the service) should be bound to &lt;ALL Available&gt; or, at least, you have to set binding to your NAT IP (&lt;Service&gt; dialog – Properties tab – Add button – IP Address dialog – IP Address field), so it responds and is accessible.</td>
</tr>
<tr>
<td></td>
<td>NOTE: It is possible to enter another IP address (separated by semicolon). In the case you use load balancing, it is to be the slave host IP address for the master server (defined here) and contrary for the slave server. In the case connection with the first server is lost, IceWarp Server will use the second one defined in this field.</td>
</tr>
<tr>
<td><strong>Use SMTP authentication</strong></td>
<td>Tick the box if you want WebClient (browser part) to use SMTP authentication against either the SMTP server specified above or a localhost.</td>
</tr>
<tr>
<td></td>
<td>It is recommended to use SMTP authentication (do not turn this feature off, unless you know what you do); in this case, users limits are counted properly (even in the case, the users use the <strong>Personalities</strong> feature – see the <strong>WebClient User Guide</strong> – <strong>Tools Menu</strong> – <strong>Personalities</strong> section).</td>
</tr>
<tr>
<td>Field</td>
<td>Description</td>
</tr>
<tr>
<td>-----------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>IMAP Server</td>
<td>This field should usually be left blank to allow IceWarp Server to use the default IMAP server. Only change this information if instructed by support staff.</td>
</tr>
<tr>
<td></td>
<td>NOTE: It is possible to enter another IP address (separated by semicolon). In the case you use load balancing, it is to be the slave host IP address for the master server (defined here) and contrary for the slave server. In the case connection with the first server is lost, IceWarp Server will use the second one defined in this field.</td>
</tr>
<tr>
<td>IM Server</td>
<td>This field should usually be left blank to allow IceWarp Server to use the default IM server. Only change this information if instructed by support staff.</td>
</tr>
<tr>
<td></td>
<td>NOTE: It is possible to enter another IP address (separated by semicolon). In the case you use load balancing, it is to be the slave host IP address for the master server (defined here) and contrary for the slave server. In the case connection with the first server is lost, IceWarp Server will use the second one defined in this field.</td>
</tr>
<tr>
<td>URL</td>
<td>This URL is sent by SmartDiscover to clients that need access to IceWarp WebClient (typically IceWarp Notifier). If there are defined virtual hosts (under the Web Service node – Web Service tab), this assigns which virtual host is used by a client. NOTE: Default ports (80 for HTTP, 443 for HTTPS) are not specified. The use of different ports for control service is possible – they have to be defined on the System – Services – General tab in the Control service. Whole URL field here have to be deleted and the tab refreshed.</td>
</tr>
<tr>
<td>Allow SSO login only</td>
<td>Tick this box if you want to enforce all users to use Single Sign-On.</td>
</tr>
<tr>
<td>Login with email address</td>
<td>Check this option to enforce the use of a full email address to login to IceWarp WebClient. This is useful on multi-domain server installations as IceWarp Server will be able to locate the User information more quickly, and also caters for the same username being used in different domains.</td>
</tr>
<tr>
<td>PDO Connection</td>
<td>Choose the connection string appropriate to the database system you are using. SQLite is the default. MySQL is supported. It requires the libmysql.dll file to be present in the IceWarp Server installation directory – copy the library there. In the case you get Cannot load libmysql.dll error messages, copying the library also to Windows\System32 (for 32-bit OS) or Windows\SysWOW64 (for 64-bit OS) directories can fix the problem. (Another place to try is IceWarp\php.) You should also ensure that php_pdo_mysql.dll is not commented out in your php.ini file (it normally is). NOTE: After server upgrade, the php.ini file is overwritten and the php_pdo_mysql.dll command is commented again. You can either change it manually or ease your work using the php.user.ini file. For more information, refer to the Advantages of php.user.ini File section. ODBC – should only be used for MS SQL databases. A DSN called should be created (called, for example, webmail) and then specify odbc:webmail for the connection. Ensure that php_pdo_odbc.dll is not commented out in you php.ini file (it normally isn't). The supported and tested databases are: MySQL community server, version 5.0.x</td>
</tr>
</tbody>
</table>
**ActiveSync**

**About**

For detailed information, refer to [ActiveSync Guide](#).

**On-server Setup**

Setting up ActiveSync in IceWarp Server is easy since it does not have almost any administration controls.

1. In **Help – Licenses**, verify that you have at least one valid client license for **ActiveSync**. If expiration shows negative days, the license (full or trial) already expired and you need to obtain an updated license.

2. In **SyncML – Push**, verify that the **Push** service is **Active** and its default port is not blocked by another local service. You may want to change the port number.
   
   If you do not intend to use **DirectPush** on the device which keeps the device always up-to-date, but also consumes considerable battery power, you may want to leave this service inactive.

3. In **System – Services**, verify that **Control** service is running.

4. In the **ActiveSync** node, check **Active** to enable **ActiveSync** on the server. Do not modify the port and URL end part. Change only the hostname if required by a special setup.

5. In **Access Mode**, select an option such as **All accounts** or **Accounts from list**. If you decide for the latter, make sure that in user’s properties in **Management – <user@domain> – Options**, the **ActiveSync** checkbox is ticked for those users.
6. For **SmartDiscover**, check that in **System – Services – SmartDiscover** the same URL appears as in the **ActiveSync** node **URL** field. See the **SmartDiscover** section for details.

7. For **GAL** lookup, you either need to have one public folder tagged as GAL, or the GAL will be populated with all server users. See the **GAL Public Folder** section for details.

8. Enable **SSL** on default ports for IMAP (587) and HTTP (443) in **System – Services**. SSL ensures that mail and other data are securely encrypted during wireless transmission.

9. For additional security protection and best SmartDiscover performance, install a digital certificate on the server from a trusted certificate authority such as **Verisign**.

![ActiveSync URL](http://127.0.0.1/Microsoft-Server-ActiveSync)

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Active</td>
<td>Check this option to enable the <strong>ActiveSync</strong> functionality.</td>
</tr>
<tr>
<td>URL</td>
<td><strong>URL consists of:</strong></td>
</tr>
<tr>
<td></td>
<td>- The server address or alias: <code>&lt;mail.domain.com&gt;</code></td>
</tr>
<tr>
<td></td>
<td>This address (alias) has to be set in a client exactly otherwise synchronization will not work.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> Default ports (80 for HTTP, 443 for HTTPS) are not specified. The use of other ports for control service is <strong>NOT</strong> recommended – the service could fail.</td>
</tr>
<tr>
<td></td>
<td>- The path specified by Microsoft – <strong>Microsoft-Server-ActiveSync</strong></td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> This part of URL cannot be changed.</td>
</tr>
<tr>
<td>Access Mode</td>
<td>Push the button to define the <strong>ActiveSync</strong> access mode.</td>
</tr>
<tr>
<td>Device Management</td>
<td>Click this button to reveal the <strong>ActiveSync Devices</strong> dialog. This dialog lists all devices that use ActiveSync. See lower.</td>
</tr>
<tr>
<td></td>
<td>You can set <strong>Global Policies</strong> (for a whole server), set <strong>Device Policies</strong> (for the selected user’s device), remove devices from the list (<strong>Delete Device</strong>), set remote wipe for selected devices (<strong>Set Remote Wipe</strong>) and cancel remote wipe once set provided that it has not been executed yet (<strong>Clear Remote Wipe</strong>).</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> Remote wipe is a total remote deletion of all device data. It is executed when the device contacts the server first time after setting it. Within this period, it is possible to cancel it.</td>
</tr>
</tbody>
</table>

**NOTE:** Access mode to the service can be set on both domain and user levels. See the appropriate places ([domain] – Policies, [user] – Policies).
NOTE: The caption of the very left button is variable according to the level we are accessing the dialog from.

There are following (self-explanatory) possibilities:

- Global Policies (GroupWare – ActiveSync – Device Management)
- Domain Policies (Domains and Accounts – Management – <domain> – Services – ActiveSync Devices)
- User Policies (Domains and Accounts – Management – <user> – Services – ActiveSync Devices)

For more details about security policies, refer to the ActiveSync Guide – Security Policies section.

Clicking the Global/Domain/User/Device Policies button(s) opens the Policies dialog. For its description, refer also to the ActiveSync Guide – Security Policies section.

DNS SRV Records Configuration

For information about this topic, refer to the DNS Records Configuration chapter (manual.chm – Shared Topics).

SyncML

About

SyncML (Synchronization Markup Language) is a platform-independent information synchronization standard.

For detailed information about SyncML, refer to the appropriate part of this manual – SyncML Guide.

On-server Setup
<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authentication type</td>
<td>Select the appropriate type:</td>
</tr>
<tr>
<td></td>
<td><strong>Any (Basic Or MD5)</strong></td>
</tr>
<tr>
<td></td>
<td>IceWarp Server will accept authentication with either Basic or MD5 encryption.</td>
</tr>
<tr>
<td></td>
<td><strong>Require Basic</strong></td>
</tr>
<tr>
<td></td>
<td>Passwords are sent as plain text – without encrypting; some clients support only this authentication.</td>
</tr>
<tr>
<td></td>
<td>This option forces clients to use basic authentication. If a client attempts to connect using MD5 authentication IceWarp Server will request that it try again with Basic authentication. If the second attempt is also made with MD5 authentication, then the connection is rejected.</td>
</tr>
<tr>
<td></td>
<td><strong>Require MD5</strong></td>
</tr>
<tr>
<td></td>
<td>This option forces clients to use MD5 authentication. If a client attempts to connect using Basic authentication IceWarp Server will request that it try again with MD5 authentication. If the second attempt is made with Basic authentication then the connection is rejected.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> If IceWarp Server serves as a go-between for a client and another (authentication) server (e.g. Active Directory), it is not possible to use this authentication type.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> Selecting either of the &quot;Require&quot; options may stop some clients from using IceWarp Server’s SyncML server. This is because some older clients do not have MD5 capabilities and some newer clients do not have Basic capabilities.</td>
</tr>
<tr>
<td>URL</td>
<td>URL consists of:</td>
</tr>
<tr>
<td></td>
<td>- The server address or alias: <code>&lt;mail.domain.com&gt;</code></td>
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<tr>
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</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> Default ports (80 for HTTP, 443 for HTTPS) are not specified. The use of different ports for control service is possible – they have to be defined on the System - Services - General tab in the Control service.</td>
</tr>
<tr>
<td></td>
<td>- The path specified by IceWarp Server – <code>syncml</code></td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> This part of URL (folder) can be changed provided that its content is moved into the newly defined folder.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> Access mode to the service can be set on both domain and user levels. See the appropriate places <code>[[domain]–Policies, [user]–Policies]</code>.</td>
</tr>
</tbody>
</table>
WebDAV

About

Web Distributed Authoring and Versioning – enhancements to the HTTP protocol that turn the Web into a document database that enables collaborative creation, editing and searching from remote locations.

IceWarp Server WebDAV service provides (combines) the following:

- CalDAV (RFC)
- CardDAV
- GroupDAV
- Web Folders

For detailed information about setting of desktop clients, refer to the Desktop Clients (on page 61) chapter.

For information about WebFolders, refer to the WebFolders (on page 28) section.

This module (WebDAV – WebFolders) is free – it is available even without a license for groupware.

On-server Setup

<table>
<thead>
<tr>
<th>Field</th>
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<tbody>
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</tr>
<tr>
<td></td>
<td>NOTE: Default ports (80 for HTTP, 443 for HTTPS) are not specified. The use of different ports for control service is possible – they have to be defined on the System – Services – General tab in the Control service (32000 here).</td>
</tr>
<tr>
<td></td>
<td>- The path specified by IceWarp Server – <code>webdav</code></td>
</tr>
<tr>
<td></td>
<td>NOTE: This part of URL (folder) can be changed provided that its content is moved into the newly defined folder.</td>
</tr>
</tbody>
</table>

NOTE: Access mode to the service can be set on both domain and user levels. See the appropriate places ([domain] – Policies, [user] – Policies).

NOTE: If you want to use SmartAttach, WebDAV has to be running and URL has to be set properly.
DNS SRV Records Configuration

For information about this topic, refer to the DNS Records Configuration chapter (manual.chm – Shared Topics).
Client Interfaces

This chapter provides you with brief introduction of some desktop and mobile clients and workflows of their setting.

In This Chapter

Desktop Clients ................................................................. 61
Mobile Access ................................................................. 67

Desktop Clients

This chapter describes setting of the most common desktop clients.

IceWarp Outlook Sync

IceWarp Outlook Sync for MS Outlook is a plug-in which implements MAPI Storage provider to utilize IceWarp GroupWare Server collaboration capabilities over the IMAP protocol, natively enabling the full scope of Outlook sharing, planning, resource management and email features:

- on-line connection to a server over IMAP protocol for email and groupware
- server push: instant update of new or changed items
- permissions management
- all groupware functions available within Outlook are supported
- most of the features/functions of Outlook are supported (over 95%)
- shared contacts, calendars, tasks, notes, journals, files
- resource management, public folders sharing, public address books
- appointments/tasks scheduling, voting, grouping, sharing
- multiple accounts under one profile to access emails and shared resources
- auto-subscription to all public and shared accounts

*IceWarp Outlook Sync requires IceWarp Server 10 or higher, supports Outlook 2007 – 2010.*

IceWarp Outlook Sync Installation

Mozilla Sunbird, Thunderbird "Lightning"

Mozilla Sunbird is a free, open source, cross-platform calendar application developed by the Mozilla Foundation and many volunteers. It is currently developed as a standalone version of the Lightning extension for Mozilla Thunderbird that provides the calendaring functionality to the mail management application.

Lightning is an extension that adds calendar and scheduling functionality to the Mozilla Thunderbird mail and newsgroups client. Lightning is an iCalendar compatible calendar.

It is possible to synchronize Events and Tasks between Sunbird/Lightning and IceWarp Server.

To synchronize Contacts, you can use SOGo Connector Thunderbird extension (free, Win/Mac). Available at http://www.sogo.nu/english/downloads/frontends.html

To set synchronization for these clients, do the following:

1. In the client main menu, select the File – New Calendar... items (or simply use CTRL+L shortcut) to create a new calendar.
2. On the first Create New Calendar – Locate your calendar wizard page, select the On the network option and click Next.
3. Toggle the Format radio button to CalDAV and fill in the Location field.

Location formats are:

- for Events http://<server>/webdav/<email_address>/Events/
- for Public Folder Events (or other nested folder) http://<server>/webdav/<your_email_address>/<email_folder_tree_structure/>

(Example of email folder tree structure: Public_Folders/Marketing/Events/

**NOTE:** If there is a white space used (e.g. Public Folders), you have to replace it with "%20".)
- for Tasks http://<server>/webdav/<email_address>/Tasks/
NOTE: Examples given above refer to English folder names. However, any folder names (even localized ones with diacritics) are supported.

In this case, users should add Locations using the real folder names they see in their WebClients.

E. g.: User has a calendar folder named "Calendário". To see this folder in Sunbird the CalDAV URL in Sunbird should be:

http://<server>/webdav/<email_address>/Calendário/

Because the folder name contains diacritics, the URL part with the diacritics will be URL encoded:

http://<server>/webdav/<email_address>/Calend%C3%A1rio/

NOTE: You can also subscribe folders that some other users share with you. The correct syntax is:

http://<server>/webdav/<other_user's_email_address>/<folder_name/>

E. g.: http://mail.mycompany.com/webdav/mike@mycompany.com/Events/

Click Next.

4. On the Customize your calendar page, name the calendar. Optionally, select the calendar color and switch on/off showing alarms. Click Next.

5. In the Authentication Required dialog, fill in the User Name and Password fields.

   NOTE: You have to use your full email address as your user name. This applies always – regardless of the server login policy.

6. Click OK to finish setting.
IceWarp Desktop Client

IceWarp Desktop Client is a Windows based communication client for managing e-mails, multiple calendars, contacts and tasks. It contains integrated Instant Messaging for Jabber, ICQ and support for Skype with full communication history.

To set a new calendar in CalDAV client, do the following:

1. In the Desktop Client main menu, select the Tools – Accounts items. The Account dialog appears.
2. In this dialog, click the New Account button. The Account Wizard appears.
3. In the Account type pane, select the CalDAV item and click Next.
4. On the next page, fill in the Account name and Location fields.
   The appropriate location format is: http://<server>/webdav/<email_address>/
   Example: http://mail.icewarpdemo.com/webdav/john.doe@icewarpdemo.com/
   For more URL syntax examples, refer to the Mozilla Sunbird ... (see "Mozilla Sunbird, Thunderbird "Lightning"" on page 62) section.
   Click Next.
5. In the Password required for Groupware account dialog, fill in the User name and Password fields.
   NOTE: You have to use your full email address as your user name. This applies always – regardless of the server login policy.
6. Click **OK** to finish setting.

Apple iCal

*iCal* is a personal calendar application made by Apple Inc. that runs on the **Mac OS X** operating system. *iCal* was the first calendar application that offered support for multiple calendars and the ability to publish/subscribe calendars to WebDAV server.

To add a new CalDAV account (when using *IceWarp* Server), do the following:

1. In the main menu, select the **iCal – Preferences – Accounts** items.
2. In the **Accounts** dialog, click the "+" (plus) button.
3. In the **Account type** field, select **CalDAV**.
   - DO NOT use full email address as username.
   - Fill in your password.
   - Into the **Server address** field, insert your domain.
4. Click the **Create** button.
NOTE: SRV records must be properly configured, please refer to DNS SRV Records Configuration section of the previous WebDAV chapter. For testing before you create them, it is possible to specify the hostname and ports manually in theServerfield, e. g. mail.icewarpdemo.com:443.

Apple Address Book

Address Book is a personal contact management application made by Apple Inc. that runs on the Mac OS X operating system. Since version 10.6 Snow Leopard, it supports synchronization through CardDAV protocol.

To add a new CardDAV account (when usingIceWarp Server), do the following:

1. In the main menu, select theAddress Book – Preferences – Accountsitems.
2. In theAccountsdialog, click the"+" (plus) button.
3. In the next dialog –Account typefield, select theCardDAVitem.

AsUser name, use your email addressBUT REPEAChere character with"$" (dollar).
E. g. your email address is `john.doe@icewarpdemo.com` so into the **User name** field, insert `john.doe$icewarpdemo.com`. Into the **Server address** field, insert your domain.

4. Click Create button.

NOTE: SRV records must be properly configured, please refer to DNS SRV Records Configuration section of the previous WebDAV chapter. For testing before you create them, it is possible to specify the hostname and ports manually in the **Server** field, e. g. `mail.icewarpdemo.com:443`.

**Mobile Access**

Mobile access can be enabled through IMAP account configured in the mobile email client, through browser-based **WebClient** interfaces suited for low screen resolutions, Email and/or GroupWare items can be synchronized using **ActiveSync** and **SyncML** technologies, by wirelessly connecting devices with the server over the Internet. There’s no need for any middleware or third party services, the connection is always direct and can be tightly secured.
The users benefit from being able to access most of their vital business data on a wide range of mobile devices, meaning they always have current information in whichever device they happen to be carrying, without the need to connect their handhelds using a cable to their computers to download new items. Further described technologies enable a true office-anywhere experience and leverage the mobile workforce in your organization.

IceWarp WebClient PDA

WebClient PDA interface provides browser access to emails and address book contacts and is optimized for viewing on a smaller screen estate, in a less capable browser (without Javascript) and/or optimized for stylus-free operation. IceWarp WebClient PDA interface is suitable for a large variety of stylus operated devices (e.g. Windows Mobile). Touch optimized interface is currently only available for iPhone, upcoming for others touch-screen operated devices.

IceWarp WebClient Basic

WebClient Basic interface provides browser access to emails, calendars and address book contacts, it is optimized for resolution 800 x 600 and higher, and is capable to work in browsers with or without Javascript. (In browsers with Javascript it is more user-friendly.)

Push Email

IceWarp Server provides several methods for Push Email, each suitable for different deployment targets and type of device: ActiveSync DirectPush, SMS/TCP SyncML Push, IMAP IDLE and SMS Notifications. Mobile email can be provided through either of them separately for each device or in a combined way. For ease of deployment and widest range of features, ActiveSync should be preferred especially in corporate environment, SyncML Push where groupware data are to be synchronized rather than email, IMAP IDLE on the other hand works only for email and SMS notifications are a good choice only if data transfers are unavailable or undesired on the mobile device.

PIM Synchronization

SyncML and Microsoft Exchange ActiveSync are client-server technologies designed to maintain the same information on the device as on the server, wirelessly over an Internet connection. From user perspective, the same data are constantly updated on the mobile handset when changed in Outlook or WebClient account. The data can be all or a subset of the following items (in the order of common availability): address book contacts, calendar events, tasks, notes, journals, briefcase, email. Some clients/devices are capable of synchronizing multiple folders of the same resource, e.g. enabling access to two or more calendars or several groups of contacts (private and public).

Mobile Files

Files on the move can be accessed using SmartAttach, File Transfer Proxy, WebDAV or by the means of Mailbox GroupWare Access, a special extension to Microsoft Exchange ActiveSync. Naturally, files can be e-mailed as attachments. But data transfer speeds are often limited on mobile networks or present increased costs. Using SmartAttach, attachments are converted to download links and can be viewed on demand, saving data traffic and time. Images, video, voice recordings and notes can be exchanged over-the-air using file transfer options of the mobile instant messenger, while IM Server Proxy feature guarantees that NAT and firewalls will not block the connection. There are WebDAV clients available for most mobile platforms which will make users’ Files folder available from remote, having access to the same vital files from desktop, notebook and handheld. Best of all, Microsoft Exchange ActiveSync implementation in IceWarp Server brings user’s Files folders directly into their mobile e-mail clients by synchronizing them over EAS as emails with attachments- it’s only needed to enable synchronization of the File folder and files will be downloaded to the mobile device as emails and sorted by the last modification date.

Client Setup – ActiveSync

For more details about ActiveSync, refer to ActiveSync Guide.
WARNING: The first synchronization will delete all current contacts and calendar data from your device and replace them with the data in your server account. This is the intended behaviour when a new device is assigned to an employee and avoids item duplication.

In real world, valuable data often exist on the device before wireless synchronization is enabled. Some devices have the option to merge existing data with server account (two-way sync) while other do not; you need to use another synchronization method to keep any existing data.

- For testing, create a backup of your device data using desktop tethering and application supplied with your mobile device (ActiveSync, iSync, Nokia PC Suite...). You can then restore the data on the device and synchronize them back to your account.
- For production, you can either move your contacts to a SiM card first, and after ActiveSync setup, copy them back to your address book, or use a SyncML client prior to ActiveSync setup to synchronize all contacts and calendar data to your server (two-way sync or one-way sync to a server) first. The same data will then be available after the first synchronization on the device and within your server account.

1. Locate ActiveSync settings on the device. Usually when you create a new account, a wizard will walk you through the setup process.
   - Windows Mobile – Start – Programs – ActiveSync – Menu – Add Server Source
   - iPhone – Settings – Mail, Contacts, Calendars – New Account – Exchange
   - Symbian – Menu – Communication – Messaging – Options – Settings – Email – Options – New Mailbox (select Mail for Exch. in account wizard)
   - Palm OS – Menu – Email – Accounts – Account Setup... – New – Mail Type: Outlook (EAS)
   - Symbian UIQ – Menu – Applications – RoadSync – Options – Settings
   - Blackberry – Applications – Astrasync/NotifySync – Options
   - Android – Menu – Applications – Touchdown – Settings – Account

2. For devices with AutoDiscover, you will need to enter only username and password, and the server name and domain name will be located according to the email address domain part if it matches a part of the server hostname, or using an MX DNS lookup if it does not.

   **Description/Account ID:** <description>
   Any descriptive account name.

   **Username:** <user@usersdomain>
   Full email address of the user.

   **Password:** <Password>
   User's password.

   You may be asked to accept an untrusted SSL certificate if it's not already installed on the client, or if your server is using a self-issued rather than CA Certificate for HTTPS.

   For devices without AutoDiscover support, you will need to provide additional information:

   **Server name:** <hostname> e.g.: `mx99.icewarpdemo.com`
   In some infrequent cases you need to add `/Microsoft-Server-Activesync`. This has to match the hostname configured in the ActiveSync node in the console.

   **Domain:** <usersdomain> e.g.: `icewarpdemo.com`
   Usually, you can leave it blank. If you have multiple domains in your server, this will be the domain the user belongs to.

3. Finally, there should be options to enable Email, Contacts, Events and Tasks synchronization.
4. Advanced settings may include option to enable Push or if a synchronization should occur on a defined schedule, set date range of items to synchronize, select folders to synchronize with built-in applications, set custom notifications and other settings mostly specific to a device platform or application version.

5. **We strongly recommend to turn on the SSL option to encrypt all communication.**

As a best practice, email look-back range should be set to a limited number of days. This means considerable savings in data transfers and power consumption should an error occur and the device would have to synchronize all data from scratch ("slow sync").

**Client Setup – SyncML (PocketPC)**

For more details about SyncML, refer to *SyncML Guide*.

1. To synchronize a PocketPC with IceWarp Server’s SyncML server you will need to use the Funambol plug-in (available [here](#)).
2. You will need to set up your device to connect to the SyncML Server:

```plaintext
Server location: http://www.icewarp.com/syncml/
Username: john@doe.com
Password: **********
```

Use your IceWarp Server's domain name and add the port if you are not using the standard HTTP port 80. Example http://www.icewarpdemo.com:32000/syncml

Your Username is your Full email address, and your password is that for the corresponding IceWarp Server account.

3. You will then need to add the folders that you wish to synchronize:

```plaintext
Remote Name: Contacts
Data format:
- SIF
- vCard
```

Data Format - IceWarp Server will accept any data format you choose. Note that the SIF set of formats is specific to Funambol.

The Remote name is the name of the folder, you can choose from the following standard IceWarp Server folders:
- Contacts - your contact list
• Events - your calendar entries (Calendar can be used here as an alias and the Events folder will be selected unless a folder called Calendar exists)

• Tasks - your tasks

• Notes - you notes

• Journal - your Journal

• Mail - your mail items (Note that Mail is an alias for InBox. You can synchronize a different mail folder by specifying its correct name)

The names are not case-sensitive and that mail synchronization currently only synchronizes your Inbox.

NOTE: Currently there are very few clients that support synchronization of more than one folder of each data type. Version 1.2 of SyncML implements a Hierarchical type, which will allow synchronization of sub-folders. IceWarp Server is ready for this.

4. With the Funambol Plug-in your synchronizable items are shown and you just need to choose when to synchronize

5. Save the changes. You can now synchronize your client with your IceWarp Server account.
Sharing with External Networks

Free/Busy

Free/Busy information is used by people sending meeting requests, to determine when you are available for meetings.

This feature uses the same sharing mode as set for Public Folders. If the Private attribute is set on when composing a new event, nobody is provided with the free/busy information of this event. This can be done via IceWarp Outlook Sync or the new IceWarp WebClient. So the user has a final word whether there is going to be any access to their data.

If more calendar folders are used, the final free/busy information merges all events (except for private ones) from all these folders, regardless of access rights set in permissions.

MS Outlook 2007 supports this feature.

Free/Busy Sharing

To share your Free/Busy information, do the following:

1. In the Outlook main menu, click the Tools – Options items.
2. On the Preferences tab, click the Calendar Options... button. The Calendar Options dialog appears.
3. Click the Free/Busy Options... button. The Free/Busy Options dialog appears:

   "Free/Busy Options" dialog with fields for publishing and updating free/busy information.

4. Fill in the Publish ... and Update ... fields with adequate entries.
5. Tick the Publish at my location box and fill the field bellow.
   The proper URL syntax is: http://<my.server>/freebusy/?<my@address>
   Example – see the figure above.
6. Click OK (three times) to set the option.
Free/Busy Subscription

The Search location: path (see above) tells Outlook where to look for other people’s free/busy information.

Internet Calendars

Internet Calendars are calendars that are shared through Internet. These calendars are based upon a global Internet standard that allows calendar information to be exchanged between people regardless of the application that is used to create or view the information. Internet Calendars use the iCalendar format and the .ics file name extension.

Users can publish their Calendars using IceWarp GroupWare Server. This provides possibility to share own events with external users.

As Internet Calendars provide much more information than the Free/Busy feature, they are also more secure. Access rights for the default calendar folder are set via standard Permissions what gives users full control over their accounts.

NOTE: If you want to share your Calendar via Internet, you have to set access rights for your Events (Calendar respectively) folder for Everyone at least to Read and for events that you want to publish, you must not use the Private attribute.

It is possible to publish your calendar in two ways.

- Private authenticated – all events are displayed – including private ones. You will be presented with a browser authentication window and just supply your email and password to access your calendar. The appropriate address is webcal://<server>/calendar/.
- Public anonymous – only public events are displayed. The appropriate address is webcal://<server>/calendar/?<email_address>, where email_address is the address of the user whose calendar you want to see.

MS Outlook 2007 supports Internet Calendars.

Calendar Sharing

To share your Calendar information, do the following:

1. In the Outlook navigation pane, right-click the Calendar you want to share and select the Share – Publish to WebDAV Server... items. The Publish Calendar to Custom Server dialog appears.
2. Fill in the URL into the Location field.
   The proper URL syntax is: http://<my.server>/calendar/?<my@address>.
Example – see the figure below:

3. Select the **Time Span** and **Detail** features (optional) and click **OK**.

**Calendar Subscription**

These calendars can be found on web sites where people host their calendars. Once having a link to such a web site, note that it begins with `webcal://`, instead of `http://`, and ends with a file name that has the `.ics` file extension.

To add shared Calendar, do the following:

1. Click the subscription link. The **Add this Internet Calendar to Outlook and subscribe to updates?** prompt appears:

2. Click **Yes** to add the Calendar.

   The Internet Calendar opens in side-by-side view in the Outlook Calendar and is added to the Navigation Pane in Calendar view under Other Calendars. The Calendar will check periodically for any updates made by the calendar publisher.

   **NOTE:** Contrary to the link to the Calendar, the prompt link begins with `http://`. 
Public URLs for Groupware Items

IceWarp Server users can share their groupware items with anybody on Internet. Each object (event, contact, etc.) has the **Other** tab. This tab contains a URL that can be copied and sent to anyone. Recipients can use their browsers to download these items. It runs over WebDAV and uses the ticket mechanism so no authorization is required for the person downloading the object.

To obtain the URL of a file object, right-click the object and select the **Properties** item. The **File** dialog is shown. Copy the URL form the **Public URL** field.