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IceWarp Server – Windows Installation Guide

This guide describes IceWarp Server installation, necessary pre-requisites, license registration, database selection, etc.

Pre-requisites

Installation on Windows 2008, Windows 2012 or Windows Vista, Windows 7, Windows 8

- When installing IceWarp Server on Windows Server 2008 (or Windows 2012) operating system (and also on Windows Vista, W 7 and 8), to install IceWarp Server properly, you must be the administrator of the system and not only a member of the administrative group.

- The same for launching the Administration GUI – you must be the Administrator or have to run the `config.exe` executable "As an Administrator".

Setup Installer and Database

To install IceWarp Server you will need to have the following on hand:

- Full setup package from the IceWarp website [http://www.icewarp.com](http://www.icewarp.com) or one of partner’s sites.

- An idea of the number of accounts you will have on your server. IceWarp Server comes supplied with SQLite as its database engine. If you expect to have more than 500 accounts on your system, you should seriously consider moving to a more robust database engine, such as MS SQL Server or MySQL. All IceWarp Server’s databases (Accounts, AntiSpam, GroupWare, etc.) will be stored on this server.

- If you choose to use an external database engine, it should be installed and ready and you should have user/password credentials.

Free Disk Space

- At least 500 MB of free hard disk space in order to install the software. You will need much more for e-mail data, temporary files, databases, but these can be afterwards set to external locations if desired.

Windows Firewall Bypass

There is no need to set a bypass manually – IceWarp Server adds itself to the Windows firewall bypass list automatically. Upon each setup the firewall is bypassed for ALL required modules.

Launch Installer Wizard

The installation package comes as an all-in-one executable installer wizard, signed with application certificate.

Launch the executable by double-clicking the downloaded file, verify the certificate (click the IceWarp Limited link), if prompted, click Yes or Trust to continue.

If you are unsure about validity of the certificate you were presented with, click Cancel to stop the installation.

Otherwise, click the Run button.
You will be asked which language you want to use for the installation. IceWarp Server is available in numerous languages and more are always being added. Choose the language you want from the drop-down list and press OK.

NOTE: If trying to install an older server version or reinstall the 64-bit version with 32-bit one, you may face (and you probably will) the appropriate warning.
Welcome Screen

The **Welcome** screen is displayed.

Click **Next** to continue.
License Agreement

The License Agreement dialog is displayed.

Check the box to confirm your agreement with the license conditions.

Click Yes to continue.
Your Details

Enter your valid registration details, they are kept completely private and used solely to better service you as a customer.

Note the Reference ID string displayed at the bottom – this is a unique identifier of your computer, useful when:

- requesting a trial license
- registering manually by Activate License - Enter license offline
- getting a new license for offline activation when migrating to another server hardware

You can select Reference ID using the mouse and copy it to the clipboard.

Click Next to continue.
Upgrade Installation

If your current license is expired and you are performing an installation over an existing version of IceWarp Server, you will be presented with this screen informing you that Upgrade Setup will be performed.

If the Next button is disabled, your existing license is not eligible for this upgrade, or you need to acquire an evaluation license extension. See License Registration.

When done, click Next to continue and proceed to the Component and Shortcut Selection page.

IceWarp Server – Upgrade to 64-bit Version – MSSQL

In the case you have obtained the ODBC Warning, follow these steps:
1. Navigate to the Windows/SysWOW64 folder, run odbcad32.exe and check your current System DSN settings.
2. Navigate to the Windows/System32 folder, run odbcad32.exe and set up exactly the same System DSN as found out in the previous step.
3. Continue the upgrade process.
4. Use the IceWarp Server Administration Console (Database Settings – Test Connection buttons) to test connections to all the databases (Accounts, GroupWare, AntiSpam).
5. Log into IceWarp WebClient to see whether everything works correctly. Check Contacts (GroupWare) and Blacklist & Whitelist (AntiSpam) functionality.

IceWarp Server – Upgrade to 64-bit Version – MySQL

In the case you have obtained the MySQL Warning, follow these steps:
1. Copy the 64-bit libmysql.dll library to the Windows folder.
2. Make sure there IS NOT the 32-bit libmysql.dll library in the Windows/System32 folder.
3. Make sure there IS the 32-bit libmysql.dll library in the Windows/SysWOW64 folder.
4. Continue the upgrade process.

5. Use the IceWarp Server Administration Console ([Database Settings – Test Connection buttons) to test connections to all the databases (Accounts, GroupWare, AntiSpam).

6. If you use MySQL also for IceWarp WebClient cache and you are not able to log into IceWarp WebClient, copy the 32-bit libmysql.dll library also to the IceWarp/PHP folder.

For more information and library download, refer to the IceWarp Support page: [http://esupport.icewarp.com/64bit-upgrade/](http://esupport.icewarp.com/64bit-upgrade/).

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**License Registration**

Wintin the Setup Type dialog (similar to one shown in the Upgrade Installation chapter), click the Update License button to get an updated license from the on-line purchase system. It will open the browser on the secure web page, attempt to load your current license and offer the available upgrade options.

In case of a new installation, instead of Update License button you will see the Get Trial License button which will automatically retrieve a 30 day, 200 user, feature unlimited evaluation license and activate it in one step, and a confirmation containing your license.xml file for off-line activation will be e-mailed to you.

*Free trial can be used only once. If you will need to extend it, or add more user seats, please contact sales@icewarp.com.*

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**Online Activation**

Enter the Order ID you received with the updated license. Note any errors displayed. If you are unable to activate the license on-line due to firewall restricting access to port 80, or the server is not able to access the Internet, use the off-line activation as follows.
Enter License Offline

Within the License dialog (see the Online Activation chapter), switch to the Enter License Offline tab, click the Enter License File button, and navigate to the license.xml file you have previously obtained from http://www.icewarp.com/purchase/maintenance/ – Online License Retrieval option, or received as attachment to the confirmation e-mail upon completion of your order or trial registration.

NOTE: For the off-line activation, it is crucial to have a license issued for the exact computer hardware where it is to be installed. If you are getting Reference ID Mismatch error, go back to the website – Purchase – License Maintenance and use the Online License Retrieval option with your Order ID and the Reference ID displayed on the previous screen.

Successful registration is confirmed by the Information dialog.

Click Next to continue.
Components and Shortcuts Selection

Now, you can select which components and icons you wish to install and create.

Make your choices and click Next to continue.
Installation Directory

Select the installation directory for IceWarp Server. Needed subdirectories will be created during installation.

Ensure that the disk that you want to select has enough space to store all data.

Press the **Browse** button to open a standard directory browse dialog.

Press the **Install** button when you are happy with your selection.

⚠️ **BE AWARE:** Do not change the destination directory when upgrading.
Installation Progress and Completion

An installation progress dialog will be displayed.

Installation may take a few minutes depending. The installer will attempt to stop and afterwards restart services being upgraded. In case of error messages informing that a file cannot be overwritten because it is in use or cannot be accessed, close the application manually, or use Ctrl+Alt+Del to invoke the Task Manager and shut down the running service. Then click Repeat to continue the installation.

When the installation is complete the following screen is shown.

Here you can choose the Open Start Menu Folder option, to access the WebAdmin and WebClient interfaces directly, run the DNS Tool utility to help you verify your MX/A DNS records for your domain name, or read accompanying Help documentation.

When the Open What's New PDF box is ticked, this document opens – it includes information about new server features.

Select the actions you require and click Finish.

Congratulations, you have successfully installed or upgraded the IceWarp Server!
Database Selection

From version 11.1 IceWarp Server is installed by default with the SQLite database. This database is suitable for systems with less than 500 users. In this case, no further configuration is required. If you do not require an external database simply use SQLite.

If you suppose/intend to have more than 500 users, you are advised to use a more robust database – e.g. MS SQL or MySQL. This is to be changed after installation – use the IceWarp Server Console.

TIP: By default, the file system for account storage and a single SQLite database for other data stores are created. You can then create separate databases as a post-installation task and select a more powerful database engine as needed. The advantage is that you can create separate databases for each data store, which is more secure and allows for easier backup.

Post-install:
1. Configure the databases as outlined in the Database Installation section further.
2. In System – Storage – Accounts, select Database. If you already have existing accounts on the server, click the Convert to DB button.
3. If you already have GroupWare or Anti-Spam data that you need to retain, use System – Tools – Database Migration to move the respective database from SQLite to the new database created in step #1.
4. Use the Anti-Spam – General – DB Settings button to change the default Anti-Spam database.
5. Use the GroupWare – General – DB Settings button to change the default GroupWare database.

See the console F1 help – Shared Topics – Database Settings chapter for more information.

NOTE: If you are using either of the Windows XP x64 Edition or Windows Server 2003 R2 x64 operating systems then you may experience difficulties "seeing" any ODBC connection you set up. If you are experiencing problems then you should use the ODBC Data Source Administrator application located at <system root directory>\SysWOW64\odbcad32.exe and this should allow you to manage your ODBC connections.

Supported Databases

IceWarp Server always supports only official/stable releases of database engines:

- ships with SQLite3 3.7.9 native support
- supports MySQL 5.x via native driver (versions 5.5+ are recommended)
- supports Firebird 2.1 via native driver
- supports MS SQL 2000/2005/2008/2012, Oracle 11, (using ODBC or unixODBC check version support with ODBC driver vendor)

IceWarp recommends using MySQL, Microsoft SQL or Oracle for large installations as these are more robust and capable of handling the increased traffic.
Collation and Charset

All MySQL databases must be in UTF-8 character set and UTF-8 collation – "utf8_general_ci". Otherwise it could cause several issues (problems with logging in to WebClient, some messages not displayed or displayed incorrectly, etc.) This relates to MySQL server only: default SQLite is using it by default, MS SQL can’t use UTF-8. Use the statement:

```
CREATE DATABASE `accounts` DEFAULT CHARACTER SET utf8 COLLATE utf8_general_ci;
```

Database Installation

- Once the database software is installed, you need to create the following databases for use with IceWarp Server. (You can name these whatever you would like):
  - Accounts – this DB would contain all of the domains and accounts for the system.
  - AntiSpam – this one would hold all of the spam data for whitelisting, blacklisting, spam reports, and other anti-spam related items.
  - GroupWare – this one will hold all Contacts, Calendars, Files, Notes, Tasks and Journal information along with any shared data or public folders created.
- Database Connectivity – You can choose to use a native driver if the vendor supports this or an ODBC connection:
  - MySQL (native driver)
    * Open `/php/php.ini` in IceWarp installation folder, copy the `extension=php_pdo_mysql.dll` line, create the `php.user.ini` file (within the same directory), insert the line into it and uncomment it. Now, it is not overwritten during upgrades. Within the `php.ini` file body, leave this line commented, but copy it, insert it into the [IceWarp] section at the end, uncomment it (only) here and save the file.
    * Copy `mysql/bin/libmysql.dll` to `/windows/system32` folder (x86 systems), or to `/windows/syswow64` folder (x64 systems); when using 64bit database version, obtain the 32bit version of the `libmysql.dll` driver from mysql.com.
  - MS SQL (ODBC driver) or MySQL (ODBC driver); (the later one is not recommended)
    * Create the System DSN in Control Panel – Administrative Tools – Data Sources (ODBC) – System DSN – Add.
    * If using a 64bit server and a 32bit database version, you will need to use the 32bit ODBC manager located in `%systemdrive%\Windows\SysWOW64\Odbcad32.exe`

With the few small requirements met you are now ready to connect IceWarp to the shared storage and databases and complete the setup.

- Database Connections – You will need to attach IceWarp to the created databases. To do this use the [DB Settings] tab for the items listed below:
  - Accounts – Open the console and go to System – Storage – Accounts and click DB Settings to specify the connection information and then test the connection, if it passes, press Create Tables. If there are no errors during table creation, proceed to the next database.
  - Groupware – Open the console and go to Groupware – General and click DB Settings to specify the connection information and then test the connection, if it passes, press Create Tables. If there are no errors during table creation, proceed to the next database.
  - AntiSpam – Open the console and go to Anti-Spam – General and click DB Settings to specify the connection information and then test the connection, if it passes, press Create Tables.
  - Errors – Check Status – Logs – Error whether there are any problems with the database setup.