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IceWarp Unified Communications

# WebClient Administration Guide

Version 10.3





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## CHAPTER 1

# WebClient Administration

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# V10 New Features

## Integrated IM

IceWarp WebClient Pro integrates a full-featured Instant Messaging client built on AJAX technology.

- Roster
- Roster tooltip (mouse over displays avatar, buddy and resource information)
- Quick Dial (chat, call, email, send SMS, get info by single click in roster)
- Send message to roster group
- Presence options including Invisible
- vCard, XMPP XEP vCard based avatars
- Tabbed chat windows
- Typing/New message indication (in window title, in browser title, in dock)
- Minimize to dock
- Hide roster
- Email context menu, "Add to IM Roster" option
- File Transfer (industry first and only, across firewalls)
- Avatar Image
- Custom Presence when changing status
- History stored on the server, preloaded upon opening chat window
- Full management of IM transports/gateways (register, unregister AIM, MSN...)
- SIP and SMS integration

## Integrated SIP

Integrated VoIP SIP client. JAVA applet for Windows XP, Vista. Works with IceWarp SIP Server, Asterisk, or any other VoIP SIP solution, completely bypassing IceWarp Server. Make and receive calls from any browser, or control an external VoIP softphone or desktop phone.

- JRE (Java Runtime Environment) required
- Call now (Menu – New Call)
- Switch built-in/external phone or client
- Call from IM roster (Quick Dial)
- Call from contacts folder (context menu)
- Call from address book (phone icon)
- Dial email address or number
- History, Redial, Missed Calls

- Browser window title notifications
- Options to connect to any external SIP server (Asterisk...)
- Video calls ready

## Integrated SMS

Message composer includes special option for text messaging, with a characters/messages counter, SMS preview pane, and ability to send SMS and email copy at once. You can start typing the contact's name into the SMS: field and IceWarp WebClient will automatically suggest the mobile numbers of the users. Or you can click the address book icon and a list of contacts with their mobile numbers will be presented. There's also a shortcut to send a text message directly to a user selected from IM roster. New context menu Send SMS will pick the mobile number of the selected contact and open the message compose dialog. Sending text messages via the SMS: field works directly, meaning that SMS Incoming/Outgoing content filters are applied.

## Mail Archive

New default folder Archive with a dedicated icon. Depending on administrator settings, it can contain all e-mail history of received and sent messages from all folders, including SMS, and can be categorized by month and year according. Messages can be searched, viewed or copied, but cannot be deleted or moved from Archive.

## Notifier Integration

Using the IceWarp Notifier utility for Windows, WebClient can be set as your default Windows mail client. Any mailto: links open IceWarp WebClient message composer and supply the subject, recipient email address or SMS number.

## URL mailto: Support

Browser settings are used to invoke the default email client, or invoke the IceWarp WebClient message composer if the WebClient is set as default client by IceWarp Notifier utility.

## S/MIME Certificate Management

Support for PEM, PKCS12, PKCS7 certificate formats, certificate upload/download/extraction from email, multiple certificates per contact with automatic selection for decryption/verification, add/delete/view certificate, add certificate to contact context menu, S/MIME icon set.

## TLS/SSL IMAP Access

The PHP IMAP extension works over TLS/SSL and in WebClient you can specify the remote server to use a secure communication.

## Image Blocking

External content loading protection like with desktop email clients, on by default. A warning caption will appear in the message view, external images can be loaded with single click on it.

## ACL and New Sharing Concept

Access Control List permissions are defined on the folder level. Users, domains, groups and "anyone" are the entities that can be given access rights. Once a user has rights for a public folder it will get displayed in the folder structure. Once a user has rights to somebody's account he can subscribe to it. All is done through the Folder context menu- new items added: Subscribe shared account, Folder access rights.

## Listing of Shared Accounts

Shared resources are offered automatically – public folders are listed and subscribed immediately, users that share to you are listed in Add shared account dialog with the option to subscribe to their resources, groups you are member of are listed to set privileges on your folders.

## Public Folders Subscribed Automatically

Immediate access to all public folders with the option to remove them from the folder tree.

## Suggested Accounts

User friendly button for the Shared Accounts Listing feature. Lists who you can add as a shared account, who shared to you, what groups you are a member of. Button is available in Add Shared Account, Set ACL, Select Contact dialogs.

## Virtual Folders

Virtual folders is a group of local folders of the same type, be it email or GroupWare folders. They can be created using Create Virtual Folder context menu item and will appear in the folder tree, allowing the user to list, search, edit and manipulate contents of multiple folders transparently.

## SmartAttach Toggle

Allows fast, per-message switching between SmartAttach and conventional attachment. Administrator settings for SmartAttach restriction and forcing. Upload button is greyed out if an upload is in progress.

## Official Opera Support

The multi-platform Opera browser joins the family of officially supported browsers (Mozilla Firefox, Apple Safari, Microsoft Internet Explorer, Google Chrome). Optional Alt+Click for context menu. Many other browsers will work using the light-weight, JavaScript independent WebClient Basic interface.

## Exit Confirmation

Standard browser confirmation dialog is display on page reload or close, prevents accidentally quitting the application.

## IceWarp WebClient Basic

New simplified interface using the common WebClient server engine for the same security and server-side processing features.

- Unicode
- doesn't require JavaScript
- Email, Calendars, Contacts, Folder Management, Search
- S/MIME handling if configured in IceWarp WebClient Pro
- old and mobile browsers, Internet Explorer 6
- <http://server:32000/webmail/basic>

## IceWarp WebClient PDA

- new engine
- <http://server:32000/webmail/pda>

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### AJAX Connection Handling Precautions

Scripts are continuously checking the connection health and if it's down, the user is alerted with the option of automatic or immediate manual retry. All server communication is queued until connection is re-established and then any new messages or updates are delivered.

### Database SQL Injection Protection

Using internal core API DB SQL sanitize function, IceWarp Web Client is protected again common type of hacking attempts.

### Contact Photo

Attach a photo to a contact for better personalization. The photo gets synchronized via CalDAV, SyncML, ActiveSync and Outlook Connector to other client applications.

### Rename/Delete Default Folder

Using a new folder attribute and new API functions to control default folder attributes, users can delete or rename any folder now. Folder names can be localized and are automatically integrated with existing folders.

### Automatic Mapping of Archive and Spam Folders

Doesn't need manual mapping of default folders by administrator. The system automatically knows what is Spam and Archive folder and will load them automatically, display corresponding icons and offering only the appropriate user actions.

### **Multiple Calendar Views**

Through Virtual Folder functionality. Allows joining any number of calendar folders (both private and shared). The new virtual folder can then be set as default calendar in Settings – Default folders to immediately see all events for example from Windows Mobile device.

### **Email Address Auto-Complete – From Multiple, Shared, GAL Accounts**

Through Virtual Folder defined as default Contacts folder.

### **New Dialog Windows**

Look and feel improved. Windows keep a solid height when changing tabs, useful shortcuts added: double click title bar to maximize/normal window size, double click icon in upper left corner to close window.

### **Faster Login and Logout**

Using fast sync and CSS/language pre-loader, and logout via location.replace, switching between users is almost instantaneous. In Settings is a new option "Items preloaded into datagrid".

### **Printing Templates**

New printing templates for contacts, calendars, notes and tasks.

### **Home Page**

Optional welcome screen similar to Outlook which displays account quota information, last login time, last IP, and recent unread messages.

### **Home Selection**

Setting that allows each user to select if the interface should be started on the last folder, Inbox or on home page.

### **Email View Options**

Easily accessible icons to display full message headers, display images and display text part.

### **Files Folder**

Files Folder can be mapped to real file system directory and files made available to users through their Files folders. Unicode file names are supported. Files uploaded via SmartAttach are marked by description tag.

### **iMIP Revised**

Several fixes, send invitation to all attendees on by default.

### **Browser Window Title Notifications**

Notifications remain if the window is inactive so you never miss a notification while working with the browser window in the background. Added notifications on missed calls and instant messaging events (user typing, new message).

**Locale Auto-Detect**

Detects current locale and automatically finds the proper localization file based on system locale, supports <?lang caption="Name" locale="value"?> tag in XML localization files. Supported by the localization engine, will be used as soon as all localization files are revised.

**Attachments List**

Attachments shows scroll bar if there are more than 10 attachments.

**HTML Attachments**

HTML attachments are opened in new tab/new window, without logging user out from IceWarp WebClient.

**New Admin Settings**

Restrictions to Disable rules, Disable personalities.

**Date Headers**

Date header support for emails opened in window.

**Group Subject Prefixes**

In Options/Mail/General – Count subject prefixes option. Creates Re[2]: from Re: Re: if enabled.

**Improved Skin Support**

New skins can contain just different .css, .tpl files others will be merged from Default skin.

**RSS Search**

Allows searching through RSS feed items.

**Active Favorites**

Copy/move operations to favorite (linked) folders. Possibility to rename the favorite item.

**No JavaScript Redirect**

Browser without JavaScript support is redirected to IceWarp Web Client Basic login screen.

**PDA/Basic Interface Switch**

Switch from WebClient Pro login screen to either WebClient PDA or WebClient Basic do that you don't have to remember their exact URL.

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# Overview

IceWarp WebClient sets users free from their desks and boosts productivity with advanced GroupWare features.

Fully-featured yet easy to use, IceWarp WebClient allows web access to email, calendars, contacts, files and shared data from any computer with a web-browser and internet connection, without none of the usual configuration hassle.

Thanks to advanced technologies giving the look and feel of a desktop application, IceWarp WebClient is set to become the ultimate replacement for Outlook and similar desktop mail clients.

Great for workers on the move, with easy to maintain desktops and fast, low-cost deployment.

Supported browsers:

- Mozilla Firefox 2, 3
- Apple Safari 3, 4
- Opera 10

***NOTE that users need to enable*** Allow scripts to detect context menu events ***in Tools - Preferences - Advanced - Content - Javascript Options...***

- Microsoft Internet Explorer 7, 8
- Google Chrome 4

A number of other browsers will work using the light-weight, JavaScript-independent WebClient Basic interface:

***http://server:32000/webmail/basic***

Mobile browsers or text browser (Lynx) can use the WebClient PDA interface:

***http://server:32000/webmail/pda***

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# General Server Principles

IceWarp's IceWarp WebClient is a cutting edge web application based on AJAX, XML, JavaScript, RSA authentication, DB specification PDO and special XML settings.

IceWarp WebClient access directly by IMAP to folder structure. This communication allows IceWarp WebClient to provide many new features such as direct folder accessing (spam, quarantine folders integration).

Full integration and connection with GroupWare allows many services to be accessible from IceWarp WebClient. You can administer your contacts, calendar events, notes and tasks, not only in personal mode, but also in group mode or via a shared account.

# IceWarp Server Administration Console

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

**General**

SMTP Server:

Use SMTP authentication

IMAP Server:

IM Server:

URL:

Allow SSO login only

Login with email address

---

**Database**

PDO Connection:

Username:

Password:

Full text search

Field	Description
Active	Check this box to activate IceWarp WebClient.
SMTP Server	<p>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.</p> <p><b>NOTE:</b> 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 (<b>System – Services – double click the service</b>) should be bound to <b>&lt;ALL Available&gt;</b> or, at least, you have to set binding to your NAT IP (<b>&lt;Service&gt; dialog – Properties tab – Add button – IP Address dialog – IP Address field</b>), so it responds and is accessible.</p>
Use SMTP authentication	<p>Tick the box if you want WebClient (browser part) to use SMTP authentication against either the SMTP server specified above or a localhost.</p> <p>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 <b>Personalities</b> feature – see the <b>WebClient User Guide – Tools Menu – Personalities</b> section).</p>
IMAP Server	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.

IM Server	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.
URL	<p>This URL is sent by <b>SmartDiscover</b> to clients that need access to IceWarp WebClient (typically IceWarp Notifier).</p> <p>If there are defined virtual hosts (under the <b>Web Service</b> node – <b>Web Service</b> tab), this assigns which virtual host is used by a client.</p> <p><b>NOTE:</b> 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 <b>System – Services – General</b> tab in the <b>Control</b> service.</p> <p>Whole URL field <b>here</b> have to be deleted and the tab refreshed.</p>
Allow SSO login only	Tick this box if you want to enforce all users to use Single Sign-On.
Login with email address	<p>Check this option to enforce the use of a full email address to login to IceWarp WebClient.</p> <p>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.</p>
PDO Connection	<p>Choose the connection string appropriate to the database system you are using.</p> <p>SQLite is the default.</p> <p>MySQL is supported. It requires the <b>libmysql.dll</b> file to be present in the IceWarp Server installation directory – copy the library there. In the case you get <b>Cannot load libmysql.dll</b> error messages, copying the library also to <b>Windows\System32</b> (for 32-bit OS) or <b>Windows\SysWOW64</b> (for 64-bit OS) directories can fix the problem. (Another place to try is <b>IceWarp\php\</b>.)</p> <p>You should also ensure that <b>php_pdo_mysql.dll</b> is not commented out in your <b>php.ini</b> file (it normally is).</p> <p><b>NOTE:</b> After server upgrade, the <b>php.ini</b> file is overwritten and the <b>php_pdo_mysql.dll</b> command is commented again. You can either change it manually or ease your work using the <b>php.user.ini</b> file. For more information, refer to the <b>Advantages of php.user.ini File</b> section.</p> <p>ODBC – should only be used for MS SQL databases. A DSN called should be created (called, for example, <b>webmail</b>) and then specify <b>odbc:webmail</b> for the connection. Ensure that <b>php_pdo_odbc.dll</b> is not commented out in your <b>php.ini</b> file (it normally isn't).</p> <p>The supported and tested databases are:</p> <ul style="list-style-type: none"> <li>▪ MySQL community server, version 5.0.x (version 5.1 has a bug, does not work with PDO)</li> <li>▪ Microsoft SQL Server, version 2005 and 2008</li> <li>▪ SQLite</li> </ul> <p><b>NOTE:</b> MySQL Server version 5.1 can cause serious problems when used for WebClient database. WebClient should use MySQL Server version 5.0 or, in the case you want to use WebClient with MySQL 5.1, you have to use the <b>libmysql.dll</b> library from MySQL Server version 5.0. Otherwise, when attempting to log-in, you will obtain the <b>Unable to reach server</b> error message. It is a known <b>php_pdo_mysql.dll</b> versus <b>libmysql.dll</b> bug.</p>
Username	The username to be used to connect to the database
Password	The password for the database

<p>Full text search</p>	<p>Check this box to enable full text searching on emails in IceWarp WebClient.</p> <p>Full text search is enabled by storing message bodies in a database and running a query against the database.</p> <p>MySQL implements a "full text index" which is used to locate text, whereas SQLite and MS SQL implementations will use a LIKE query (slightly slower).</p> <p>If this option is not checked users will still be able to search message bodies, but it will not be as fast as doing a database search.</p>
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# Administration Options

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## Administrator's Options in IceWarp WebClient Menu

Administrator accounts have access to many extra options in IceWarp WebClient. This section explains them.

### Accessing Administration Options

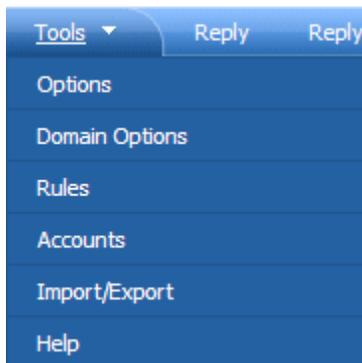
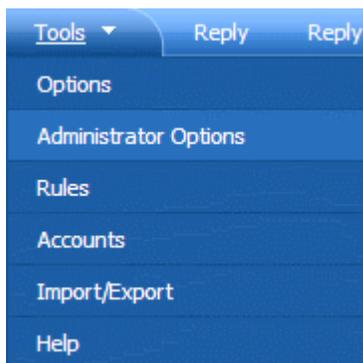
As an administrator of IceWarp WebClient, you have the ability to force some options on users, or domain administrators and users.

This can be done for most options.

There are two levels of configuration:

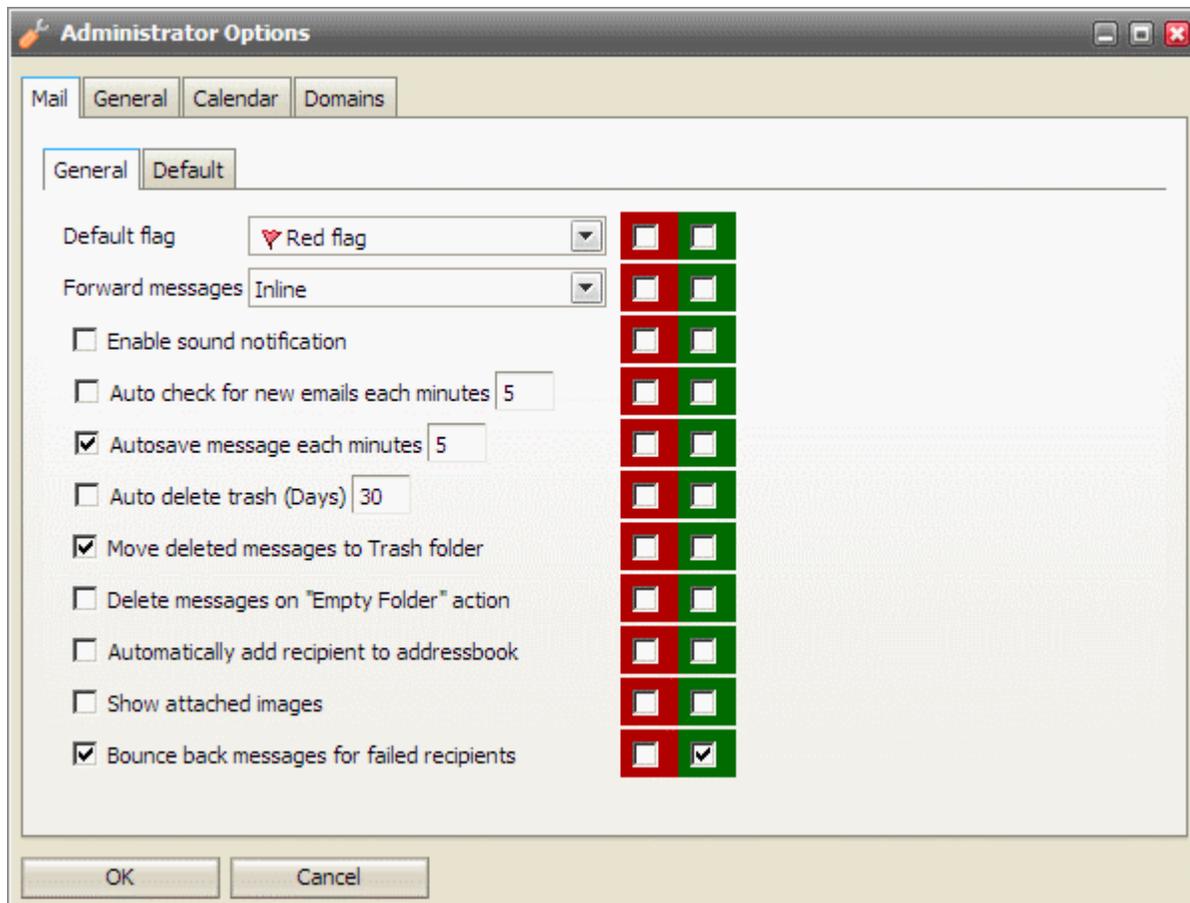
- **Server administrator** settings where a full administrator can enforce some configuration to all users
- **Domain administrator** settings where domain administrator can enforce some configuration to his domain users – if server administrator does not limit him from doing so.

User rights are automatically recognized because of the integration with IceWarp Server API.



## Forcing Options on Other Users

### Server Administrator



The left hand column of check-boxes shows the options as they affect your own account.

The column of red check-boxes forces options for domain administrator *and* users.

The column of green check-boxes forces options for users only (this can be changed by domain administrators).

Do not forget to check that on beginning of line.

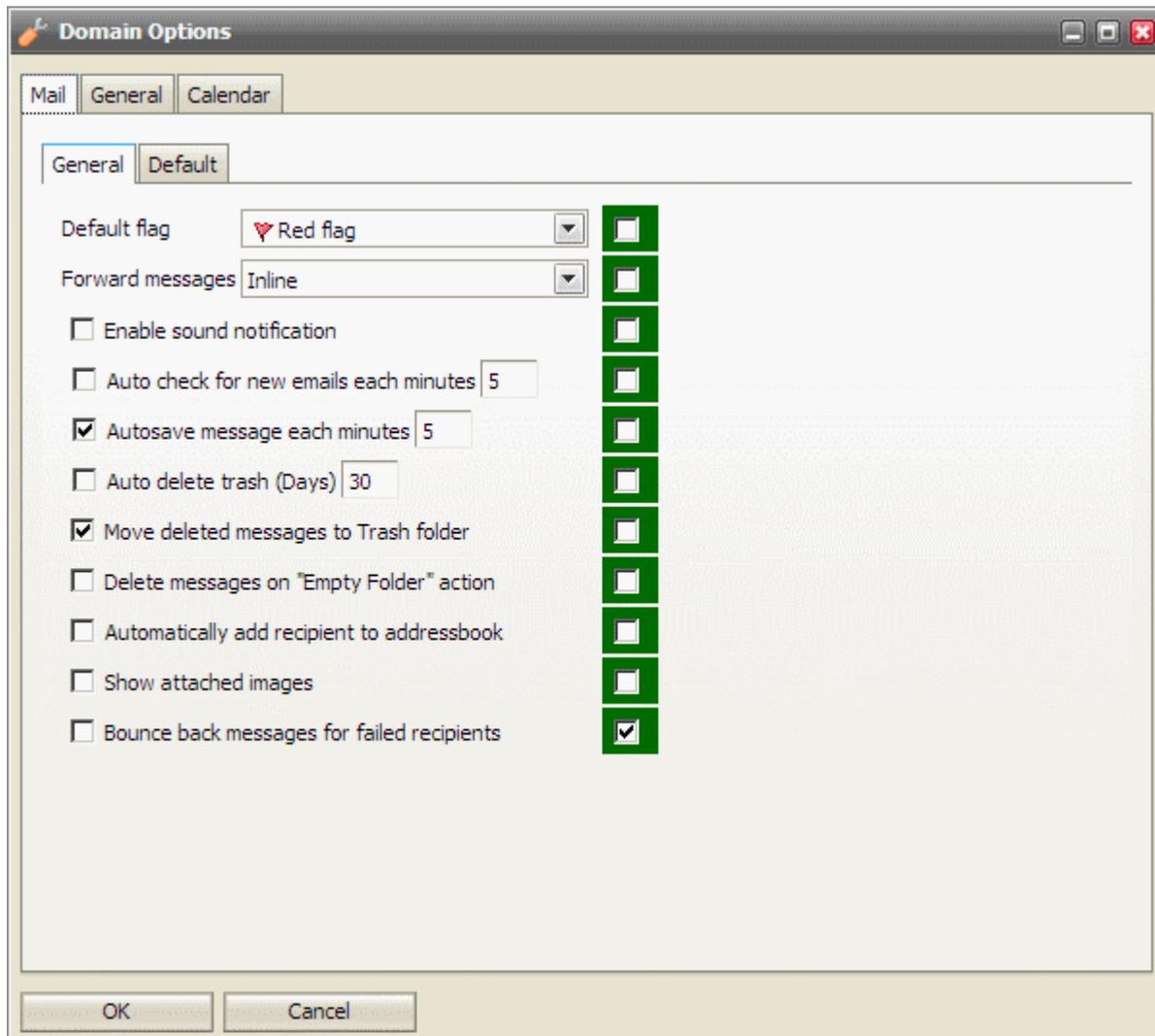
NOTE: Server administrator can change settings for a specific domain using the **Domains tab** (by double-clicking the appropriate domain name). These changes overwrite domain administrator's settings and he/she can not change it if red check-boxes are used.

Groups of settings placed on single tabs correspond with groups in the **settings.xml** file for the appropriate domain. This means that if you set some feature as a server administrator in domain settings, you will not be able to overwrite it from the server level. (Of course, it is still possible on the domain level.)

To avoid this, you can revert domain settings to the server level ones by either deleting the appropriate record(s) in the `<install_directory>/config/_webmail/<domain>/settings.xml` file (not recommended) or by deleting whole this file.

NOTE" If the **Bounce back for failed recipients** option is enabled, you can not use the **Dedupe email messages** feature (the **Mail Service – SMTP Service** node – **Delivery** tab – **Advanced** section). As a result of enabling of both options, users would receive duplicated messages.

## Domain Administrator



The left hand column of check-boxes shows the options as they affect your own account.

The column of green check-boxes forces options for users only.

Do not forget to check that on beginning of line.

Field	Description
Default Flag	Use the drop-down to select the color of the flag you would like as your default.  When you click on the flag icon next to a message it is automatically flagged with this default color.
Forward messages	Use the drop-down to choose how you would like forwarded messages to be handled. <ul style="list-style-type: none"> <li>▪ <b>Inline</b> - the original message will appear as part of your forwarded message (you can still add your own message to it).</li> <li>▪ <b>As attachment</b> - the original message will be packaged in a file to be attached to your message. The file type is .eml, which is readable by most email clients.</li> </ul>
Enable sound notification	Check this box and a sound will be played when a new message is received, notifying you of the event.
Auto check for new emails each minutes	Check this box to have IceWarp WebClient automatically check for new messages. Enter a number in the textbox to specify how often this check should occur.  An interval of 5 minutes is usually frequent enough for most peoples needs. Entering too short a time interval may put unnecessary resource strain on your mail provider's server(s). Remember you can always click on <b>Get new</b> in the menu bar if you are waiting for an urgent message.
Autosave message each minutes	Check this box and any message you in the process of creating will be saved at the interval you specify in the text box.  This can be extremely useful if you are using an unstable connection to access and reply to your messages. Messages are saved to the Drafts Folder.
Auto delete trash (Days)	Check this box and all messages in your Trash Folder older than the number of days you specify in the text box will be permanently deleted.  <b>NOTE</b> that this option is directly affected by the next setting. If you select to Move deleted messages to Trash Folder then you should use this option.  It can also be affected by Folder Mapping as you can specify a different folder to be your Trash folder!
Move deleted messages to Trash folder	If you check this option then any messages you delete (using the Del keyboard shortcut, the Delete Menu Bar Item or the Right-click Context-sensitive menu) will be moved to the Trash folder rather than actually be deleted. Used in conjunction with the previous option this can give you a "window of opportunity" during which you could retrieve an accidentally deleted message.  Remember that the actual location of the Trash folder can be affected by Folder Mapping.
Delete messages on "Empty Folder" action	This option overrides the effect of the "Move deleted messages Trash folder" option above - when you use the right-click context-sensitive menu and select "Empty Folder".  If this option is checked then all items in a folder will be deleted rather than moved to the Trash folder.
Automatically add recipients to address book	Checking this box tells IceWarp WebClient to automatically add to your Contact List anyone you send a message to whose email address is not already listed.
Show attached images	Checking this box tells IceWarp WebClient to display any attached image file(s) in the reading pane.
Bounce back messages for failed recipients	When sending an email message from WebClient to two or more recipients, (one of them is "local" and the message can't be delivered to him – account does not exist, rejected by rules or limits etc.) => message is not sent at all – neither to invalid recipients nor to valid ones.

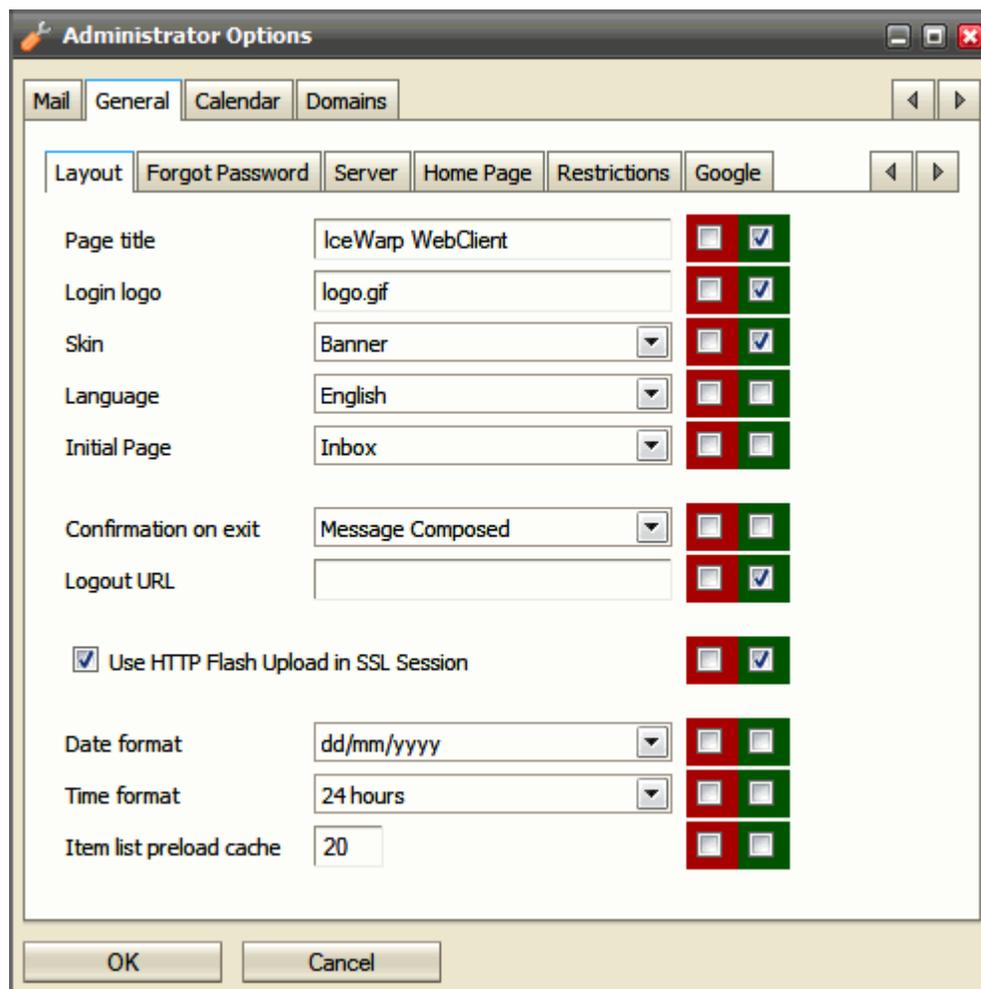
To bypass this, enable the option **Bounce back messages for failed recipients**. With this option, WebClient will send out all messages using "relay" format (<@127.0.0.1:recipient@domain.com>). This will ensure that a bounce back for a local user will be generated and the message will be delivered to remaining valid recipients.

NOTE: In conjunction with the **User can send mail to local domains only** restriction (**Domains & Accounts - Management - <domain> - User - <user> - Options/Options**), the user cannot send messages at all using IceWarp WebClient – because WebClient will try to send it out using "relay". So do not use these options together.

NOTE: For more information about SmartAttach setting, refer to the **GroupWare Reference – SmartAttach** chapter.

## Layout

This tab allows you to adjust WebClient look. Many features are obvious (e. g. data and time formats). In the following sections, a bit complicated ones are described.



## Changing Page Title

You can also define what will be written as the page title of all your IceWarp WebClient sites.

**Page title** will be, as mentioned, displayed on all titles of pages (name of a window in IE).

NOTE: Each domain can have its own settings – including logo and title. However for this functionality it is critical to set a hostname mapping in domain settings so IceWarp WebClient engine can automatically apply particular domain settings based on the hostname you are accessing IceWarp WebClient from.

## Changing Logo



IceWarp WebClient's logo is also changeable.

It is stored in `<InstallDirectory>\html\webmail\client\skins\default\images\logo.gif`. Simply replace that file with the logo you require.

## Changing Logo in WebClient Basic

To change a logo in IceWarp WebClient Basic, go to the `<install directory>\html\webmail\basic\skin\basic\images\` folder (e.g. `c:\Program Files\IceWarp\html\webmail\basic\skin\basic\images\`) and load your logo there. The figure has to be named **logo-custom.jpg**. You can use also the .gif format: **logo-custom.gif**.

The server checks if this file exists. If it does, it is used, if not, the original **logo.jpg** is used as usually. It means that it is not necessary to remove **logo.jpg** from the directory if you want to use **logo-custom.jpg**.

NOTE: Do not load your logo as **logo.jpg** as it is overwritten during every upgrade.

## Changing Logo for WebClient PDA and Apple (iPhone, iPod)

It is possible to change a logo also for PDA and Apple. Figure formats and file names are same as for WebClient Basic.

The appropriate paths are:

- For PDA: `<install_directory>\html\webmail\pda\skin\pda\css\images`
- For Apple: `<install_directory>\html\webmail\pda\skin\apple\css\images`

## Skins – Banner

When selecting the *Skin* → *Banner* option, the banner pane is displayed in the upper part of a page.



There are two images in the `IceWarp\html\webmail\client\skins\banner\images\` directory.

- **banner\_bg.gif** for a banner background
- **banner\_logo.gif** for a logo/figure displayed here.

You can change these images (do not change names) to display whatever you want.

Note that there are `.css` files in the `IceWarp\html\webmail\client\skins\banner\css\` directory, where you can change banner size and position.

## Use HTTP Flash Upload in SSL Session

WebClient uses a flash application for attachment uploads. This application allows users to upload multiple files in one step – without necessity to open a new select dialog for every single file.

To select more files within one dialog (from one folder), use **CTRL + click** or **SHIFT + click**.

However, it can cause some problems when a SSL session, Firefox and a certificate that is not signed by a certificate authority (such as one provided with IceWarp Server) are used.

There are the following scenarios:

- HTTP session, any Internet browser, an unsigned certificate – no problems occur.
- HTTPS session, any browser different from Firefox, an unsigned certificate – no problems occur.
- HTTPS session, Firefox, an unsigned certificate – multiple uploads will not work, unless you tick the **Use HTTP Flash Upload in SSL Session** check box (see the first screenshot in this chapter).

## Login Screen Design

The login screen is a plain HTML page now. Anybody can design their own one. To do it, edit files within the `<InstallDirectory>\html\webmail\client\skins\default\login` folder.

## Integrate with ... Page

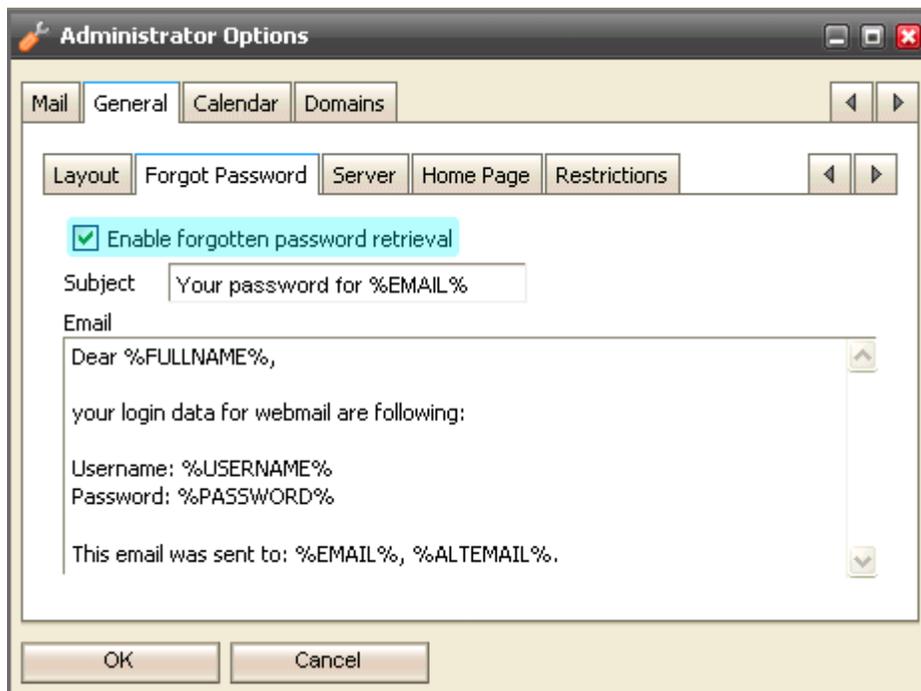
This new page is meant as a bulletin offering as many other non WebClient options as possible. You can download the clients, get client licenses, see the WebAdmin URL and even access Basic Calendar, FreeBusy URL, Internet Calendar or CalDAV URL. The page content is changed based on the browser's platform.

It also makes difference between an anonymous access (from the login screen) and authorized one (from the **Licenses/Integration** menu).

## Forgotten Passwords Sending Option

Many times customers or users forgot their passwords.

Rather than reset passwords manually and send them their new one, IceWarp WebClient allows you to send them their actual password to their alternate email (if defined).



As shown above, you can customize the message sent with the password.

## Server Options

The screenshot shows the 'Administrator Options' dialog box with the 'Server' tab selected. The fields are as follows:

HTTP port	80
IMAP server	127.0.0.1
Port	143
SMTP server	127.0.0.1
Port	25
XMPP server	127.0.0.1
Port	5222

Additional options:

- Login with email address
- Support national sorting of emails (collations) for MySQL
- Logging level: Communication and Debug

Field	Description
HTTP port IMAP server SMTP server XMPP server	You can modify the connection to your IceWarp Server here.  This only needs to be changed if you are using non-standard ports or your IceWarp Server is not bound to localhost IP address.
Login with email address	This option lets you modify the way users log in.  Even if there is a username mode authentication set on IceWarp Server side, IceWarp WebClient can be set to require full email address login if this option is checked.  <b>NOTE:</b> If the "global" method is set to use email address ( <b>Domains and Accounts – Policies – Login Policy – Users login with their email address</b> ), it applies to all services including WebClient. In spite of the fact, this feature is disabled here.
Support national sorting of emails ...	Tick this box if you want to use your national alphabet for email sorting. (This alphabet is included in a language file.)
Logging level	Set a logging level here: <ul style="list-style-type: none"> <li>▪ Disabled – no logging performed.</li> <li>▪ Communication – only communication between a client and server is logged.</li> <li>▪ Communication and Debug – also errors are logged.</li> </ul>

## Restrictions

The Restrictions allows you to:

- Allow/deny MSIE 6 warning.
- Allow/deny the ability to change passwords.
- Allow/deny the disabling of other accounts.
- Allow/deny personalities.
- Allow/deny the disabling of self sign-up.
- Allow/deny SmatrAttach.
- Allow/deny WebPhone.
- Allow/deny external VoIP.
- Allow/deny Instant Messaging.
- Allow/deny SMS.
- Allow/deny Rules.
- Show/hide the "Remember Login" pull-down.
- Show/Hide the Forwarder tab.
- Show/Hide the Anti-Spam tab.

- Enable/Disable specific folder types.

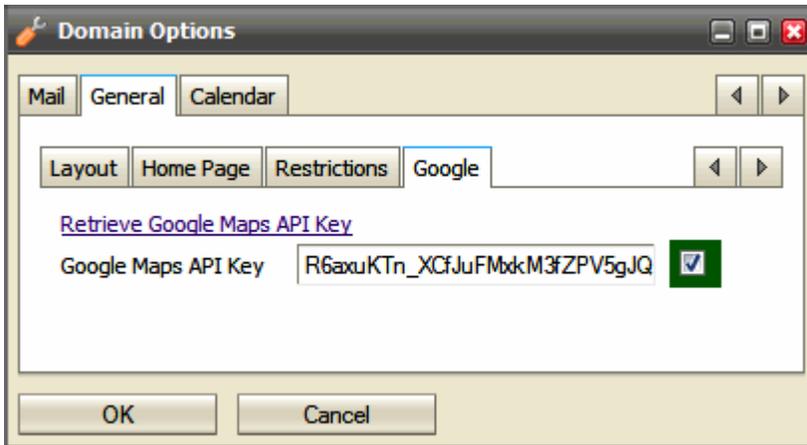
The screenshot shows the 'Administrator Options' dialog box with the 'Restrictions' tab selected. The dialog has a title bar with a close button and a tabbed interface with 'Mail', 'General', 'Calendar', and 'Domains' tabs. Below these are sub-tabs: 'Layout', 'Forgot Password', 'Server', 'Home Page', and 'Restrictions'. The 'Restrictions' sub-tab contains a list of options, each with a checkbox and a red/green status indicator. The 'Disable selected folder types' section includes checkboxes for Contact, Calendar, RSS, Journal, Note, Task, and File.

Option	Red Box	Green Box
<input type="checkbox"/> Disable MSIE 6 Warning	Red	Green
<input type="checkbox"/> Disable Change password	Red	Green
<input type="checkbox"/> Disable Other Accounts	Red	Green
<input type="checkbox"/> Disable Personalities	Red	Green
<input checked="" type="checkbox"/> Disable Self Sign Up	Red	Green
<input type="checkbox"/> Disable SmartAttach	Red	Green
<input type="checkbox"/> Disable WebPhone (internal VoIP client)	Red	Green
<input type="checkbox"/> Disable External VoIP	Red	Green
<input type="checkbox"/> Disable IM	Red	Green
<input type="checkbox"/> Disable SMS	Red	Green
<input type="checkbox"/> Disable Rules	Red	Green
<input type="checkbox"/> Hide Remember Login pulldown	Red	Green
<input type="checkbox"/> Hide Forwarder Tab	Red	Green
<input type="checkbox"/> Hide Anti-Spam Tab	Red	Green
Disable selected folder types	Red	Green
<input type="checkbox"/> Contact		
<input type="checkbox"/> Calendar		
<input type="checkbox"/> RSS		
<input type="checkbox"/> Journal		
<input type="checkbox"/> Note		
<input type="checkbox"/> Task		
<input type="checkbox"/> File		

OK Cancel

## Google Maps Integration

This tab allows you to integrate Google Maps into IceWarp WebClient Contacts. For more information about user's point of view, refer to the **IW WebClient User Guide – Miscellaneous** chapter – **Google Maps Integration** section.



To integrate Google Maps, do the following:

1. Click the **Retrieve Google Maps API Key** link. This brings you to **<http://code.google.com/apis/maps/signup.html>** (<http://code.google.com/apis/maps/signup.html>).
2. Follow the detailed instructions there.
3. Insert the obtained key into the **Google Maps API Key** field.  
Do not forget to tick the right-hand box.  
Click **OK**.

**NOTE:** You have to do it for each domain individually – it is a Google policy.

## Time Zones

It is possible adjust the time zone offset list to your needs. This means you can localize the whole line in the custom **calendar.xml** file (there is a comment already in it). You can also remove a time zone offset line completely. So you have the ultimate control and if you want, the list of time zones can be 100% as the one in Windows.

Place the **calendar-custom.xml** file into the **IceWarp/calendar** directory.

Syntax of the <TZOFFSET> tags is as follows:

```
<TZOFFSET>[label];[TZID]</TZOFFSET>
```

e. g.: <TZOFFSET>**Bermuda;Atlantic/Bermuda**</TZOFFSET>

where

- label is shown in the WebClient time zone list – if empty, this time zone is excluded from the WebClient list
- TZID is obligatory time zone identifier

## Examples

```
<?xml version="1.0" ?>

<CALENDARING>

  <STRINGS>

    <DEFAULTFOLDERS>

      <DEFAULT_INBOX>Prichozi</DEFAULT_INBOX>

      <DEFAULT_CONTACTS>Kontakty</DEFAULT_CONTACTS>

      <DEFAULT_FILES>Soubory</DEFAULT_FILES>

      <DEFAULT_EVENTS>Udalosti</DEFAULT_EVENTS>

      <DEFAULT_TASKS>Ukoly</DEFAULT_TASKS>

      <DEFAULT_NOTES>Poznamky</DEFAULT_NOTES>

      <DEFAULT_JOURNAL>Zurnal</DEFAULT_JOURNAL>

    </DEFAULTFOLDERS>

    <TZOFFSETS>

      <TZOFFSET>Praha stověžatá;Europe/Amsterdam</TZOFFSET>

      <TZOFFSET>;Pacific/Gambiera</TZOFFSET>

    </TZOFFSETS>

  </STRINGS>

</CALENDARING>
```

The original label for *Europe/Amsterdam* is *Amsterdam, Andorra, Belgrade, Berlin, Brussels, Budapest, Copenhagen, Gibraltar, Luxembourg, Madrid, Malta, Monaco, Oslo, Paris, Prague, Rome, Stockholm, Tirane, Vaduz, Vienna, Warsaw, Zurich*. It will be replaced by *Praha stověžatá*.

The label for *Pacific/Gambier* will be excluded.

The screenshot shows a dialog box titled "praha 100věžatá" with several tabs: "General", "Repeating", "Schedule", "Attachments", and "Other". The "General" tab is selected. The "Show as" dropdown is set to "Busy". The "Title" field contains "praha 100věžatá". The "Location" field is empty, and the "Label" dropdown is set to "None". The "From" field is "03/12/2010 9:00" and the "To" field is "03/12/2010 11:00". The "Duration" is "0 Days 2:00". There is a "Remind me" checkbox and a "Minute(s)" dropdown. A "Tags" field is present. At the bottom, there are "OK", "Cancel", and "Print" buttons. A time zone dropdown menu is open, showing a list of time zones with "(GMT+01:00) Praha stověžatá" selected.

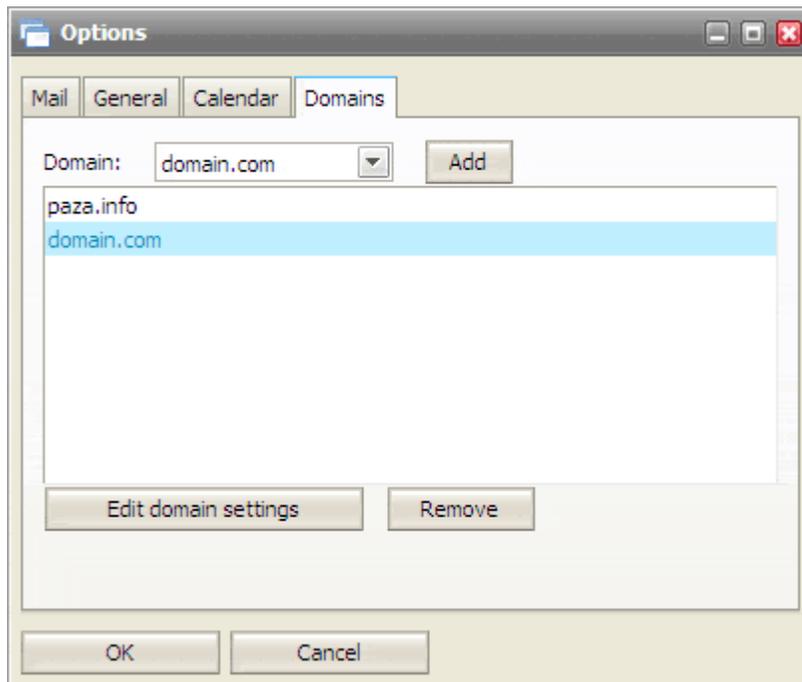
NOTE: All time zone changes will apply after the GroupWare module restart.

## Domains Management

The **Domains** tab allows you to select which domains, running on IceWarp Server, you wish to manage.

Select the domain from the drop-down list and click the **Add** button.

Your selected domain(s) will be shown in the list.



Each domain can be then configured to have its own login page, title and other custom configuration. Domain administrators are allowed to modify domain options except for settings that are forced by full administrator (red force checkbox is checked).

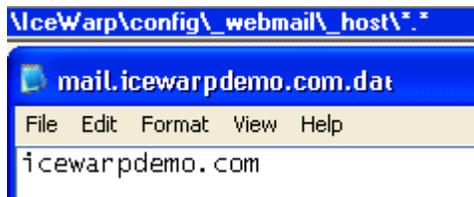
**NOTE:** To be able to manage settings of the selected domain, you have to set a hostname for this domain. See the **Hostname to Domain Mapping** (on page 27) chapter for more information.

### Hostname to Domain Mapping

It is possible to set a hostname for particular domain so the domain options will be loaded (Page Title, Login Title and Login Logo) if a connection request comes from that hostname.

This option must be configured in a configuration file: <icewarppdir>\config\\_webmail\\_hosts\<hostname>.dat. The only content of the file is the domain name.

See an example below:



In the case shown, when someone accesses mail.icewarppdemo.com with their browser, IceWarp Server will:

- Find the mail.icewarppdemo.com.dat file
- Read the file

- Use the Domain settings for icewarpdemo.com (i.e. use the Titles and Logo specified for icewarpdemo.com)

## Dialling over Third Party SIP Server

Upon the **Options** dialog – **Phone** tab, users can set dialling over 3rd party server. Their server administrator has to provide them with external account credentials.

Besides using SIP URI (e. g. *john.doe@domain.com*), IceWarp Server supports **http://** protocol with the **%number%** and **%owner%** variables. This allows users to call via an external PBX that uses its own HTTP script.

HTTP URL example: **http://[remote\_server]/call.php/?number=%number%&owner=%owner%**

where **[remote\_server]** can be either an IP address or domain name – depending on what this remote server and its PBX support.

This URL is to be inserted into the **Dial via external VoIP (SIP) account** field of the dialog mentioned above.

## Installing New Dictionary for Aspell

IceWarp WebClient has a built-in spell checker based on Aspell libraries. Aspell is a free open source spell checker.

For installing a new Aspell library, go to **http://aspell.net/win32/**, select your language and download the file.

Language Name (In English)	File	File Size
Breton	<a href="#">aspell-br-0.50-2-3.exe</a>	862 k
Catalan	<a href="#">aspell-ca-0.50-2-3.exe</a>	3.9 M
Czech	<a href="#">aspell-cs-0.50-2-3.exe</a>	17 M
Welsh	<a href="#">aspell-cy-0.50-3-3.exe</a>	4.2 M

**TIP: From the dictionary file name, you can detect "XY" mentioned below.**

After download, start installation process and when asked for the aspell installation path, write:

**<InstallDirectory>\aspell**

After installation, go through the following steps:

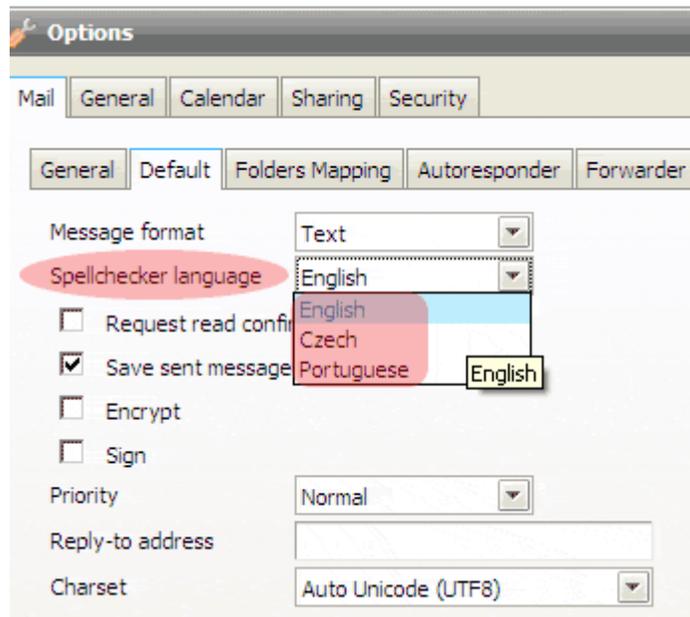
- Go to the **<InstallDirectory>\aspell** directory,
- check if it contains all installed dictionaries,
- then go to the **<InstallDirectory>\config\\_webmail** folder,
- here you can see the **spellchecker.xml** file,
- you have to edit this file, so open it in a text editor (notepad),
- add line with your newly installed dictionary between the **<item>** and **</item>** tags,

the line consists of the `<XY>name of language</XY>` tag, where XY is the language code of the dictionary (with optional region and variety, see the dictionary file in `/dict/pt_BR.multi` and use its filename, such as such as `pt_BR` in this case).

Example:

```
<spellchecker_languages>
  <item>
    <en_US>English</en_US>
    <cs>Czech</cs>
    <pt_BR>Portuguese</pt_BR>
  </item>
</spellchecker_languages>
```

- after editing of all languages, save the `.xml` file,
- check if all languages are added by selecting **Options – Mail – Default** in the IceWarp WebClient menu.



- As you can see on the picture above, you can choose from all installed aspell dictionaries for default checking. This is the last installation step.

## Installing a New Dictionary under Linux

You can download these dictionaries (free) from <http://aspell.net>.

To install a dictionary, use the `./scripts/install_aspell_dictionary.sh` script. Use the dictionary file name as a command line parameter.

Example of the command for the Czech dictionary installation:

```
[linux]# ./scripts/install_aspell_dictionary.sh /home/user/aspell6-cs-20040614-1.tar.bz2
```

After dictionary installation, the new dictionary will not be automatically available in WebClient. You need to add a record about this dictionary to the WebClient configuration file:

***./config/\_webmail/spellchecker.xml***

The record format is as follows:

***<aspell\_dictionary\_id>Name\_in\_WebMail</aspell\_dictionary\_id>***

Example:

New IceWarp Server installation has in the ***./config/\_webmail/spellchecker.xml*** file one record for implicit English dictionary that is included in the installation:

***<en>English</en>***

After installation of the Czech dictionary, it is necessary to add the following record:

***<cs>Czech</cs>***

Use similar records for other languages.

NOTE that the ***./config/\_webmail/spellchecker.xml*** file is created after the first login to WebClient and after displaying of the dialog for spell checker setting. This dialog is accessible via the **Settings** menu item within the email composer window.

---

# Migration to IceWarp WebClient

## Intended Audience

Only read this chapter if you are upgrading from IceWarp Server or Visnetic version 8.9 and lower. If you already have upgraded to version 9, skip this chapter altogether, unless you specifically avoided using AJAX WebMail up to this moment (with version 10 you have no choice but make the move).

Support for the classical HTML based WebMail was discontinued with version 9, after almost 5 successful years on the market.

This chapter provides instructions for migrating existing user data created with the old HTML WebMail interface for use with the new WebClient (Pro, Basic, PDA).

The new AJAX based IceWarp WebClient has become the standard client interface for many years to come, taking the user experience, the functionality and future extensibility options to a new high.

## Nomenclature

WebClient in version 10 evolved from WebMail Pro in version 9. The older WebMail (Basic) interface is EOL with version 10 release.

**WebMail** – HTML web interface distributed up to version 9, at one time it was also available as a standalone web application, now discontinued completely.

**WebMail Basic** – refers to the same HTML interface as above, named Basic to differentiate it from the enhanced WebMail Pro interface since these two co-existed alongside in version 9.

**WebMail Pro** – AJAX based interface distributed in version 9, named Pro to differentiate it from the less capable WebMail Basic interface since these two co-existed alongside in version 9.

**WebClient** – web interface distributed with version 10, exists in the following three formats:

- **WebClient** (or **WebClient Pro**) – full-featured AJAX interface with application-like functionality, requiring a JavaScript enabled browser
- **WebClient Basic** – less capable HTML interface not depending on JavaScript, suited for older browsers but using the same core server frameworks as WebClient Pro
- **WebClient PDA** – low resolution-optimized HTML interface, suited for mobile browsers but using the same core server frameworks as WebClient Pro

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## Considerations

This section outlines what you need to consider before you make the switch, when you should do so, and how to prepare for the move. It also recommends ways to accomplish the migration with minimal impact on your end users.

### Licensing Requirements

IceWarp WebClient requires an up-to-date license for both the IceWarp WebClient and IceWarp Email Server modules (i.e. new or recently updated, with a renewal period of both greater than zero). This is because of close integration of client and server side. The new IceWarp WebClient will not run with any version prior to version 9 (excluding release candidates).

WebMail Standalone cannot be upgraded to IceWarp WebClient. Since the announcement of end-of-life last year, it was only available without upgrades and with time limited technical support. And vice versa, IceWarp WebClient cannot be used as a standalone web interface to 3rd party mail servers. Request a quote to migrate to a complete IceWarp solution at a very competitive price.

IceWarp WebClient is by default served by the integrated, free of charge, Web Service module, but can also be run under Apache or IIS, provided that it's run on the same server as IceWarp Server, as all internal communication is performed locally. This is a new condition compared with classical WebMail without GroupWare & Calendaring features (plain email client).

### GroupWare License

IceWarp WebClient depends heavily on calendaring capabilities. It is required that the GroupWare module to be installed and running for these capabilities. If a GroupWare license is not present, any sharing capabilities, including Shared Address Books, will be disabled as a result (i.e. user will only be able to see his own calendar events, contacts, notes, folders, etc.).

### Database Storage

Emails, folders and files are always stored in file system on the server and therefore do not require any changes when you are switching from one client interface to the other.

Other user data (e.g. calendars, tasks, contacts) are stored in a dedicated database on the server. If you already have a license for GroupWare, this data should already be stored in the GroupWare database on the server. No additional steps need to be taken.

In the case that a license for GroupWare module was not present on the server (or if configured that way by the administrator), Address Books (User and Global) stored in plain-text **.dat** files need to be manually converted into database storage. IceWarp WebClient is equipped with a conversion script to simplify this process, see **here** (see "Converting Plain Text Address Books to GroupWare Database" on page 35).

By default, IceWarp Server installs an SQLite database for GroupWare that is suitable for a maximum of 500 users.

If you have not previously used the GroupWare module or have just upgraded to ODBC-enabled version of IceWarp Email Server, you will need to setup the database engine for servers expecting more than 500 users.

Any ODBC standard compatible engine is supported, SQLite is recommended for up to 500 users, MySQL or MS SQL for higher amounts.

## Installation

### Note for Linux Installations

Please note that the following symbolic links will need to be created if you are upgrading to IceWarp WebClient from an earlier version. If you do not do this, then IceWarp WebClient will not work.

```
# ln -s /lib/libssl.so.0.9.7a /opt/merak/libssl.so.0.9.8
# ln -s /lib/libcrypto.so.0.9.7a /opt/merak/libcrypto.so.0.9.8
```

It can be useful to ensure these are defined even on clean installations.

NOTE that this applies ONLY for version 8 (and earlier ones) – for version 9 (and 10) you can ignore this section, as it is not necessary to create the mentioned links.

### Clean Install

If you are installing version 9 (or higher) as a fresh install, you don't need to worry at all.

It comes pre-configured with the new IceWarp WebClient and there are no additional steps to take.

The installer will guide you through the install process, including the database backend required for operation.

### Upgrade

If you are upgrading from version 9 or lower, the new IceWarp WebClient is an optional item in the component selection list.

If this option is ticked, it will be installed into its own directory `<InstallDirectory>\html\webmail`, ensuring it doesn't overwrite the previous version (located in the `html` folder in the IceWarp Server root).

You will need to install any additional Aspell dictionaries you require (see [here](#) (see "Installing New Dictionary for Aspell" on page 28)).

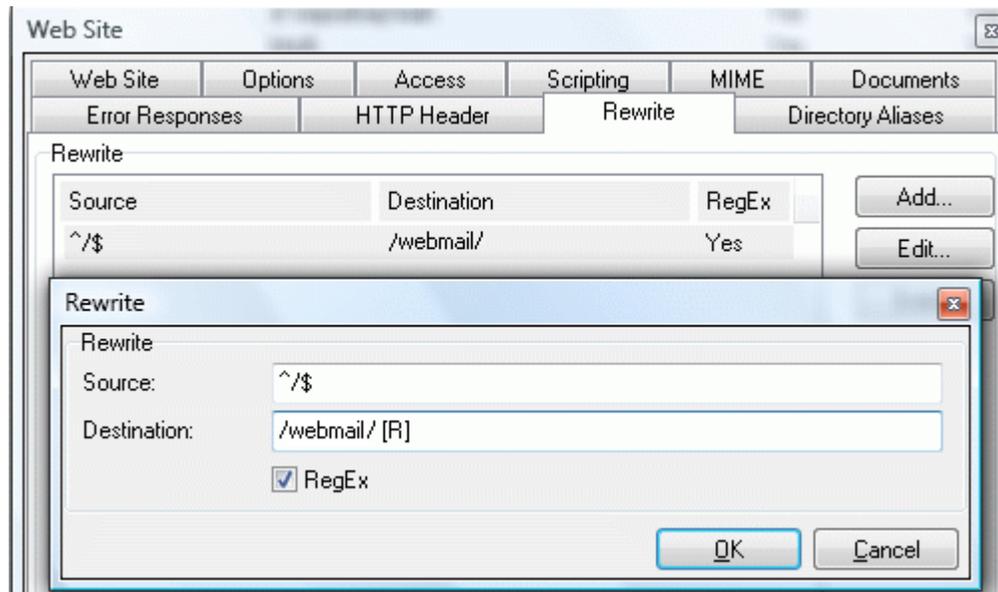
In order to change default IceWarp WebClient from WebMail you have two options:

1. Using a Webserver Rewrite rule (see the webserver manual) as follows:

What: ^/\$

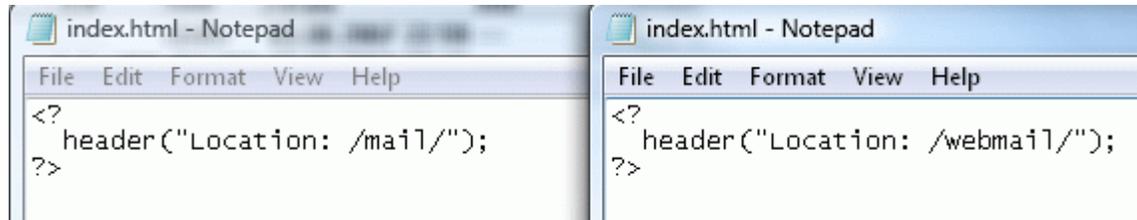
To: /webmail/ [R]

RegEx: Checked



2. Modify the redirection rule in **index.html**, found in the **icewarp/html** default root folder.

The original redirection to **icewarp/html/mail** folder (root folder for WebMail) is to be changed to **icewarp/html/webmail** (root folder for IceWarp WebClient). So the only change is to modify string **/mail/** to **/webmail/** as is shown on the screenshot below.



Both ways will make IceWarp WebClient your default web interface and all users accessing your server URL will be automatically presented with the IceWarp WebClient login page.

## Address Book Conversion

### International Characters

WebMail and IceWarp Email Server engine up to version 8.5.0 were based on the ANSI charset, whereas IceWarp Server from version 9 comes with full Unicode (UTF-8) support throughout all software components. This means you can have, for example, completely localized folder names in IceWarp WebClient.

If you are using character sets other than English in address books and shared address books, you need to start with converting them to UTF-8 before the actual migration to IceWarp WebClient can happen.

NOTE This doesn't apply to email messages received in other charsets, they are transparently converted to UTF-8 MIME format by the server whenever they are requested by an internal operation. Should there be a change to message contents (e.g. by a content filter), the message is automatically saved in UTF-8.

## Converting User Data Containing International Characters to UTF-8

Conversion is required only for version prior to 8.9 and only if there are account names and address book entries containing national characters (i.e. applies mostly to countries with userbase from outside of English speaking countries). If you already done this for version 8.9 then please skip to the next section of this chapter.

1. Close all running applications and save application data before running the script. It's recommended to perform the conversion in a maintenance window to avoid degradation of server performance in case of high traffic, large amounts of data to be migrated or any possible error.
2. Login to WebAdmin with Administrator credentials.
3. Run the script by accessing **`http://hostname:port/admin/tools/convert_user_data.php`** (simply append `/admin/tools/convert_user_data.php` to the URL you see in address bar)  
e.g. **`http://icewarpdemo.com:32000/admin/tools/convert_user_data.php`**
4. After you select the original character set, the script will recursively search `<InstallDirectory>\webmail\` and subdirectories for **`address.dat`**, **`groups.dat`** and **`settings.dat`** and wherever it finds a value containing non-ASCII character, it will convert it from the original to UTF-8 encoding.

## Converting Plain Text Address Books to GroupWare Database

Now you are ready to proceed with conversion of user data to new IceWarp WebClient.

This is necessary to convert WebClient's file-based data to IceWarp WebClient's improved database-stored data.

The most important data – private and global address books can be converted using the supplied **`convert_old_webmail.html`** script, located in the `<InstallDirectory>\html\admin\tools\` directory.

Just open the script from a browser:

**`http://[yourhostname:controlport]/admin/tools/convert_old_webmail.html`**

Access to the script is protected – you will be asked to enter your administrator username and password.

Conversion

Global address book account:

Old WebMail user dir(path to `/webmail/users/` directory, if blank the `C:\InstallPath\webmail/users/` is used):

Enter the Global Address Book address (see more in chapter ***How to set Global Address Book*** (see "How to Create Global Address Book" on page 36)) and click the ***Convert*** button. The script reads the contacts stored in plain text files and inserts them into the database.

You can additionally override the full path to the WebClient users directory. This is useful if the WebClient data are stored in a non-default path.

It can take some time to convert larger user database.

#### KNOWN ISSUES

Only the first phone number of a contact is converted, further numbers will have to be inputted manually.

If you still allow users to access WebClient after conversion, they will see all their contacts duplicated. This is because WebClient will read both the new database contacts and the original text files. You can manually fix this by deleting the **address.dat** files after conversion.

NOTE: If you do not want to convert Global address book, leave the **Global address book account** field blank. Only contacts of individual users are converted.

If you want to use the default path, you can leave even the second field blank and just click the **Convert** button.

ALSO: In the case you want to convert bigger number of users, you may face script timeout. In this case, check the PHP error log. You will see a similar error: **Fatal error: Maximum execution time of 1920 seconds exceeded in "install path"\html\admin\inc\conversion\tools.php on line 2**. Just run the script again (maybe more times) until all data are converted.

It is possible to check a successful data conversion for an individual user in the **/webmail/users/[domain]/[user]** directory. If any **wm\_XXX.convert** file is present, the conversion was successful. (**XXX** – this part of the file name can differ – typically it is **mail, cal** or **dl**.)

## How to Create Global Address Book

As explained in a previous chapter IceWarp WebClient doesn't support any plain text address books - including Global Address Books.

In order to create the Global Address Book for your users you are required to define a Public GroupWare folder to let people view shared contacts.

Note that it is necessary to have valid GroupWare license in order to have the GroupWare sharing capability.

The procedure to create a Global Address Book is detailed in the next section.

Once you follow this procedure it is recommended to run the Address Book migration script (see above) to migrate your existing Global address book from IceWarp WebClient Basic.

## Create Public Folder Using a Group Account

The screenshot shows the configuration interface for a group account in the IceWarp Server GUI. The address bar displays '<aeronautics@testdomain.com>' and a 'Save' button is present. The interface is divided into two main sections: 'Group' and 'Public Folder'.

**Group Section:**

- Alias: aeronautics
- Description: Lockheed Martin

**Public Folder Section:**

- Create a public folder
- Name: Lockheed Martin
- Default rights: Read
- Deliver mail to shared folder (Mail is not sent to members)
- Populate Global Address List (GAL) with all members
- Access Control List...

1. Create a group account in IceWarp Server GUI.
2. Define the members of the group account in the **Members** tab. The best option is to select whole domain so all users would be able to view the Global Address List items.
3. Check option **Create a public shared folder** to create public GroupWare folder.
4. Define the folder name – this name will be visible in IceWarp WebClient.
5. Optionally, you can check the **Populate GAL with all members** box. If you do, all members will be automatically added as contacts to Global Address List.

## Subscribe to the Public Folder in IceWarp WebClient

The Public Folder will appear in your folder list including the contacts of group account members.



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