
IceWarp Unified Communications

GroupWare Reference

Version 10



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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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CHAPTER 2

V10 New Features

Full Access Via IMAP

GroupWare objects available via IMAP respecting ACL permissions. Combined folder list aggregates GroupWare and IMAP folders, manageable through Administration GUI, API, Connector, IceWarp WebClient, and any PHP applications.

IMAP ACL Applied

Advanced bit rights, new sharing concept introduced, inheritance-based, rights are per folder and inherited from parent root folders, priority: users – groups or domains – anyone, intelligently applied to all subfolders except when changed for particular folder.

New Outlook Connector Using MAPI Storage

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

Supports Outlook 2000 - 2007. Server push: instant update of new or changed items. Advanced Access Control List (IMAP ACL) rights management. All groupware functions available within Outlook supported. Most of the features/functions of Outlook are supported (over 95%).

WebDAV

- 100% RFC CalDAV, tested with CalConnect.org test suites
- WebDAV ACL tested with DAVExplorer
- GroupDAV
- CardDAV
- Versit support for general X- attributes
- Versit Attachments (support for X-ORACLE-FILENAME attributes)
- Versit Attachments URL Rewrite (replaces embedded objects with WebDAV URL /webdav/attachments/email/folderid/itemid/attachmentid, improves performance)
- iMIP
- Free/Busy queries and iTIP meeting planning/scheduling over CalDAV (Apple iCal)
- Apple iCal, Mozilla Sunbird/Lightning, Mulberry, IceWarp Desktop compatible

Exchange ActiveSync

Microsoft licensed protocol for native over-the-air synchronization of iPhone and Windows Mobile powered devices without the need to install any synchronization plug-in. Mobile OS support out of the box for Windows CE, PocketPC, Windows Smartphone, Windows Mobile 5,6, iPhone OS X, Symbian S60, S90 powered Nokia phones (latest firmware), Palm OS 4, Palm WebOS.

Allows synchronization of emails, contacts, calendars, tasks with DirectPush always-on capability.

ActiveSync Power Features

- AutoDiscover simplifies the device setup to entering just username and password
- iMIP meeting invitation creation, retrieval and accept/decline actions
- synchronization of the complete folder structure
- folder management (available on Windows Mobile 6.0 and higher)
- complete email handling (send, reply, forward, mark read/unread etc.)
- using filters (user defined synchronization)
- device management, password policies and RemoteWipe
- flexible security provisioning
- remote look-up in company-wide Global Address Lists (GAL)
- uses only HTTP(S) (works around port 25 blocking by ISP's, SSL security)
- converts HTML emails to plain text so they can be viewed on Windows Mobile devices
- enables access to Files, Notes and Tasks from within mailbox
- SmartSync technology improves operation in areas with bad coverage

GAL (Global Address List)

GAL can be any contacts folder with GAL flag, can be populated automatically by group members with single click, can contain photos, certificates. Multiple GALs are supported, GAL folders are automatically synchronized when new users are added. If no GAL is found the default contacts folder is treated as GAL.

WebFolders

iDisk-like access to files, calendars, notes... WebFolders are WebDAV resources mapped as a disk drive, secured by ACL rights applied. In Windows, use Map Network Drive or Network - Add Network Place - Other Network Place and enter `http://server/webdav/john@doe.com`, authenticate and you are all set.

vCalendar – Internet Calendars

Supported by Microsoft Outlook 2007 and Apple iCal, Internet Calendars allow cross-platform access to calendaring data. Only the user's default calendar folder is available with expanded event recurrences to the given interval, but other calendars can be enabled using ACL. ActiveSync and XML format parameters support added. Access URL:
<http://server/calendar/?user@domain>

SyncML Updates

Funambol SIF format revision, SIF XML tweaks. Special characters encoding to entities encodes CR LF and others to 
 (for Funambol Blackberry client and ActiveSync). Support for Table Data Structures (Nokia). Updated Mail Parser.

SyncML with Funambol - Email Error

Incompatible Server Error is because of Funambol restricting the use of the client to their own server product. A possible workaround is editing the \\registry\HKLM\Software\Funambol\SyncclientPIM\server\Ext registry on the device and setting the value of smartSlowSync key to 1. Note that Push must be turned off otherwise it will rewrite the registry entry on each synchronization.

ACL Owner Role

Record owner role ensures that items created by a user will be always visible to that user, that in read-only access mode user can still edit his own objects (e.g. update his information in GAL since GAL automatically sets them as owner of their items), and that without read access, user can still see his own objects.

Files Directory Mapping

Makes real server directories accessible via IceWarp WebClient's File folders, Outlook File folders, SyncML, CalDAV and by other means.

Free/Busy Updated

Free/Busy vs. Event Status vs. Event Transp handling completely updated. Access URL: <http://server/freebusy/?user@domain>

Free/Busy Privacy

Free/Busy respects ShareMode settings. The GroupWare account must have the ShareMode set to anything but Private to allow access. To disable any external access, ShareMode can be set to Private. This can be done via Outlook Connector or WebClient. This way users have the final word if there is going to be any access to their data allowed.

Internet Calendars Privacy

Internet Calendars respect ACL settings and only default calendar is shown, other can be enabled using 'anyone' rights. Users must have a way to close any access to their account information if there is a reason, because Internet calendars offer all public objects with all vital information, not just Free/Busy status. To allow access, they need to set everyone/anyone permissions on their default calendar folder.

Virtual Folders

Virtual folder is a group of local folders of the same type, be it email or GroupWare folders. Any application can add, delete, edit, search, make interval queries on multiple folders, private, shared and public, of any resource type, all in single session. This facilitates several new features in WebClient (address auto-suggestion from shared accounts), ActiveSync (having multiple contact folders available even if not supported by Windows Mobile) and others.

Email Alerts To Shared Folders Subscription

Emails are sent to users who are granted some access on each ACL change, alert includes access rights, folder name, by whom the resource has been shared. User can't miss a new share anymore.

Shared Accounts Listing

New function that return a list of shared resources: public accounts, users that share to you, groups you are member. Facilitates more intuitive and user-friendly sharing in WebClient, auto-subscription to public folders and others.

Shared Account Prefix

Lets you specify additional prefix for shared accounts, these can contain path delimiters and national characters.

Nested Root Folders

A public folder or a shared account does not have to be a root folder for itself, but a folder hierarchy level. 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 folders.

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).

Root Visible Option

New option to allow/restricts access to a public/shared folder root. If allowed, it is possible to open a shared folder that you do not have subscribed yet, and all folders of that account would be returned. Handy for systems where you do not wish to subscribe to resources and just want to peek.

Login To A Public Folder Allowed

If a public folder is based on user account, it's possible to login to this folder to make any modifications e.g. from WebClient. Addresses any problems with manually (incorrectly) mapped public folders to a user account.

Versit Object Can Have Unlimited ItemAttributes

Versit objects have been expanded to support multiple attributes of the same type, e.g. x notes, x photos, x certificates, x IM addresses and so on.

Contact Photo

A contact can have a photo attachment for better personalization in user interfaces. The photo gets synchronized between CalDAV, SyncML, ActiveSync, Outlook Connector and IceWarp Web Client, and is only updated when changed by the user, to avoid format conversion issues.

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 in Outlook or WebClient.

Bulk Rename Default Folders

New dialog in Administration GUI allows to bulk rename or localize default GroupWare folders on selected domains and accounts. Ensures that folder names are properly encoded in UTF-8.

Default Folder Localization Support

Default folder names can be localized via calendar-custom.xml and are automatically integrated with existing folders. There's no duplication thanks to internal 'default' folder attribute.

GroupWare Tickets

Tickets are IDs used to anonymously access GroupWare items, used for SmartAttach, CalDAV, API SmartAttach files (private or public) accessible from WebClient, Outlook Connector, WebDAV.

Transaction Processing- Lock/Unlock Transactions

Because of several applications accessing GroupWare concurrently, all functions have been converted to support transaction processing (DB, Notification, LDAP, Reminder). Thanks to transaction processing, adding 10 thousand contacts via vCard functions takes 3 sec, API support).

Enhanced API

Thanks to smarter, more capable and easy-to-understand API functions, implementing a new engine accessing GroupWare server, for example a CalDAV Server, is a matter of hours.

DB SQL Injection Protection

SQL Injection protection for GroupWare and other DB API against common hacking attempts using own WHERE clause.

iTIP/iMIP Revised

RECURRENCE-ID CANCEL, REQUEST and ADD methods used when changing only a single occurrence (not the whole object). UID handling rewritten to support EvtUID, no more data sensitive EVN_ID. Full email address support for Organizer and Attendee tested and updated, iTIP messages contains proper CN= and iMIP From and To. Accept iMIP status update, Email address of alarm is reset so attendees do not send alarms to the organizer.

New Time Formats

Floating, UTC, TZ.

Interval queries- TZ support

Handles local date/time, UTC date/time and TZ, primarily for CalDAV and ActiveSync.

Versit UID

Unique Versit UID's introduced, primarily for CalDAV, which don't collide with GroupWare DB primary keys.

Redesigned Versit Format Functions

Versit format functions have been completely changed, multiple different formats supported:

- vCard support for Distribution lists (for Connector)
- vCard v4.0 KIND and MEMBER properties support added
- vCard FBURL (FreeBusyURL) support, automatically set to the user's FreeBusy URL on the server
- vCard – RFC 4770, IMPP (instant messaging), SIF and EAS IMAAddress support added, max 3 items listed

Reminders Enhanced

Support for X-MOZ-LASTACK added, absolute and relative TRIGGER, multiple VALARM support. TRIGGER - Absolute time - VALUE=DATE-TIME support. Recurrent events vs. absolute alarm trigger handling.

iCalendar Properties

Support for X-OUTLOOK-BUSY-STATUS, X-OUTLOOK-APPOINTMENT-COLOR, RRULE BYSETPOS, smart integration of TRANSP and BUSY STATUS (validity checked and TRANSP used if in violation).

VJOURNAL

Support for X-OUTLOOK-TYPE and X-OUTLOOK-COMPANIES properties added, linked to EvtLocation and supported by IceWarp WebClient. Improves compatibility with Microsoft Outlook.

VCALENDAR

New VCALENDAR statuses - DEFERRED, WAITING, for vTodo Deferred and Waiting status, Deferred = CANCELED, Waiting = No STATUS.

IM Location

ContactLocation - support for LctIM, LctIM1 and LctIM2 added, Versit support for IM implemented.

Files Folder Unicode Support

Files folder UTF-8 and Unicode support added, supports any file system Unicode charset.

Event Expiration Implemented

Event Expiration Implemented using daily thread. Allows to automatically remove SmartAttach attachments from File folders after preset expiration. Generally any GroupWare object can have an expiration time.

CHAPTER 3

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 Outlook Connector
- 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 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

CHAPTER 4

Prerequisites

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 2000-2007**
After **Outlook Connector** installation, it allows synchronization of Calendar, Tasks, Contacts and Notes. Emails can be synchronized via IMAP.
- **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 Leopard calendaring client. Synchronizes Calendar, Tasks and Notes using CalDAV. Current version is 3.x.

NOTE – that the current client versions mentioned above are ones that had been tested in the time of writing of this manual (March 2009).

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

CHAPTER 5

Terminology, Abbreviations

Term/Abbreviation	Description
ACL	Access Control List – a 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.
CalDAV	CalDAV is a standard protocol (RFC) that enables calendar access via WebDAV.
EAS	Exchange ActiveSync is a data synchronization protocol patented by Microsoft for synchronization of mobile devices with servers (or PCs).
GAL	Global Access List is a directory that contains entries for every user, group and contact within an organization.
handheld	lightweight, hand-held computer, designed for use as a personal organizer with communications capabilities
IMAP	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.
iMIP	iCalendar Message-Based Interoperability Protocol specifies a binding from the iCalendar Transport-Independent Interoperability Protocol (iTIP) to Internet email-based transports.
iTIP	iCalendar Transport-Independent Interoperability Protocol
LDAP	Lightweight Directory Access Protocol – a protocol for accessing on-line directory services.
MAPI	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.
MD5	Message Digest 5 is a widely used cryptographic hash function with a 128-bit hash value.
PIM	Personal Information Management (Contacts, Calendar, Tasks etc.)
SMTP	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.
UDP	User Datagram Protocol – Internet standard network layer, transport layer and session layer protocols which provide simple but unreliable datagram services.
UDP port	port number for User Datagram Protocol
vCal	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.
vCard	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.

WebDAV	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.
VoIP	Voice Over IP – a digital telephone service that uses the public Internet as well as private backbones instead of the traditional telephone network.

CHAPTER 6

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 define 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.

Support <support@icewarptest.com> Save

Group Members Services Options Rules

Group

Alias: support

Description: customer responses

Public Folder

Create a public shared folder

Name: Support

Default rights: Read, Write, Modify, Delete

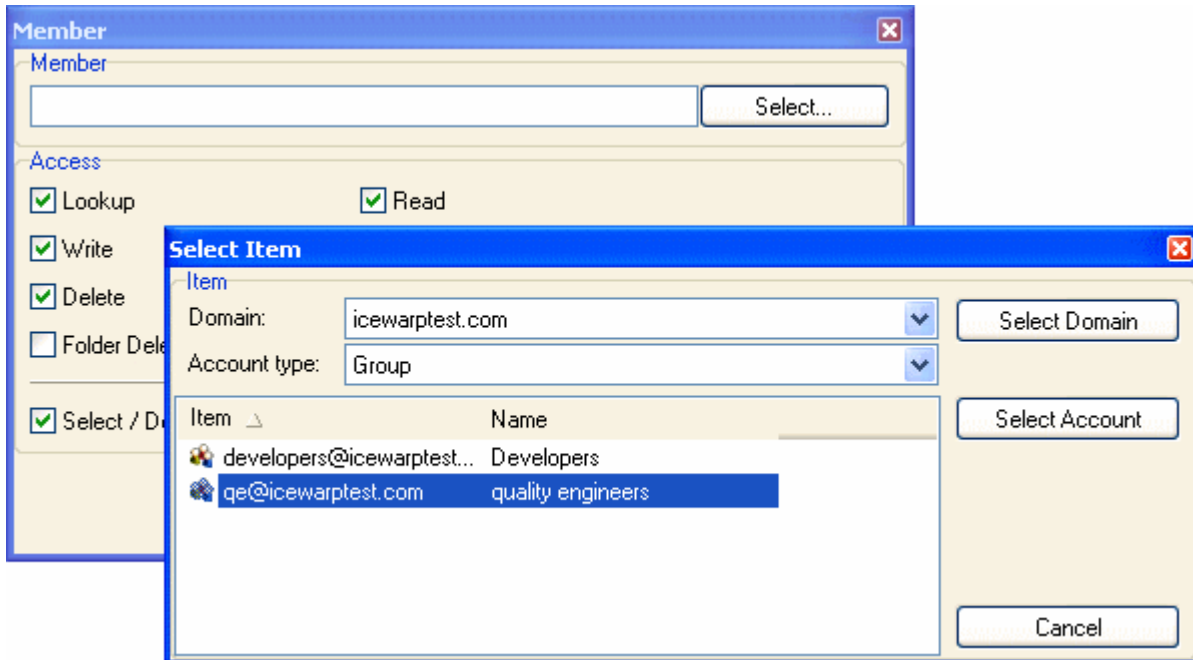
Deliver mail to shared folder (Mail is not sent to members)

Populate Global Address List (GAL) with all members

Access Control List...

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

- 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 – that 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.

- 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.)

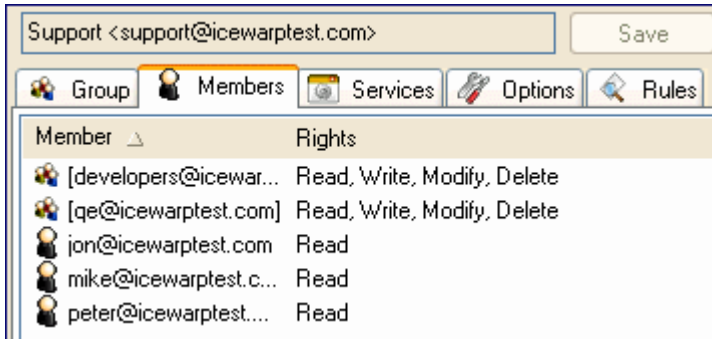
Working with User Groups

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.

- Create a new group (called support, for example) with a public shared folder called Support.
- Set the **Default rights** to "Read, Write, Modify, Delete" and tick the **Deliver mail to shared folder** box.
- Select the Developers and QEs groups and three single users mentioned above as members of this group.

4. 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.

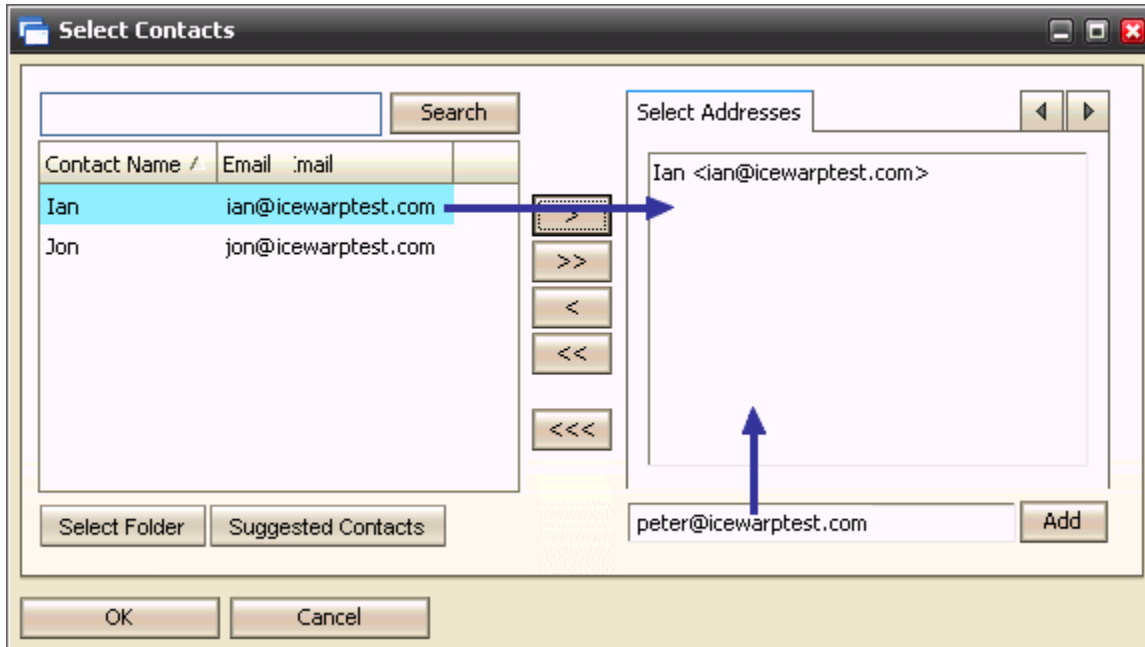
The directory is defined on the **Domain & Accounts – Management – <domain> – Users – <user> – Mailbox** tab by clicking the **Access Control List...** button, selecting the **Files** folder, clicking the **Files Directory Mapping...** button (only in the case of selecting the file type folder this button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

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

Sharing Folders

To share a folder in the WebClient, do the following:

1. Select the folder you want to share, right-click it and select the **Folder Access Rights** item.
2. In the **Folder Access Rights** dialog, click the **Add User** button.
3. In the **Select Contacts** dialog, add desired accounts to the **Selected Addresses** frame.



There are two ways how to do it:

- Click the **Select Folder** button to select the appropriate folder to search in and/or search for the desired account using the **Search** button. Email addresses are preselected into the left frame. Select the appropriate account and click the **right arrow** button.

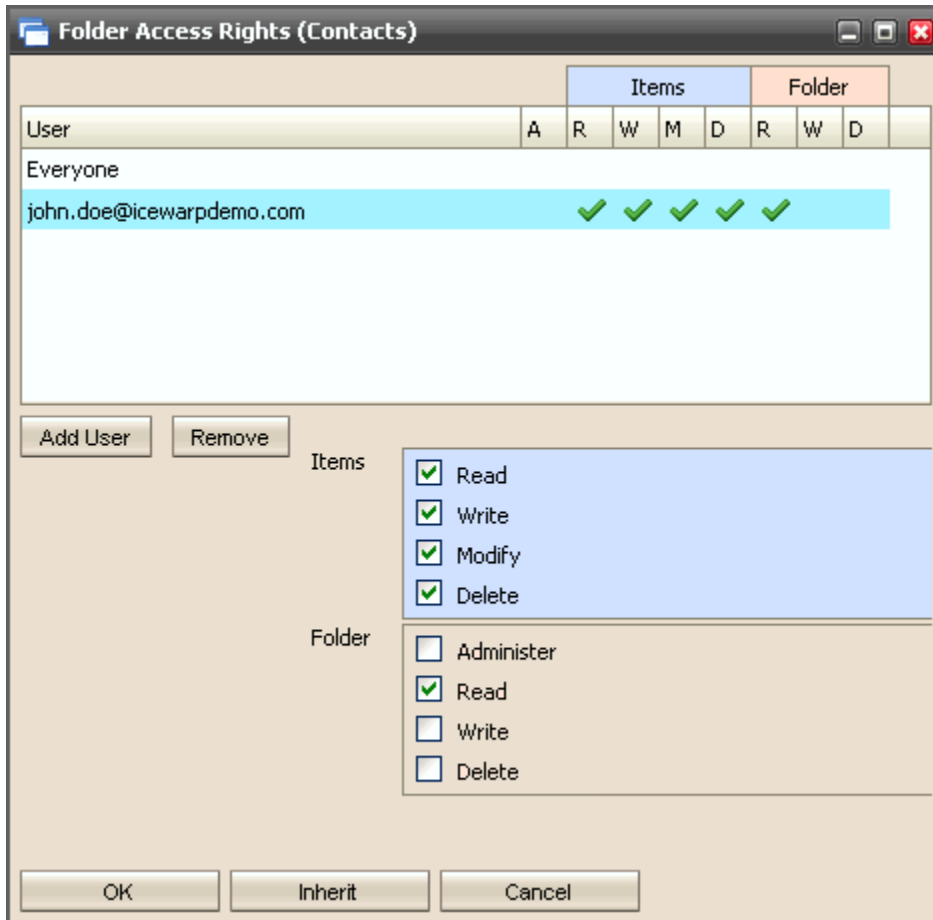
NOTE – that in IceWarp WebClient, the left frame is also pre-populated with accounts that share folder(s) to you.

- or write the address into the right lower field and click the **Add** button.

NOTE – that if you use other client than WebClient, you have to use the account prefix defined on the General (on page 42) tab. (By default, it is ~ (tilde). E.g.: ~peter@icewarptest.com.

Use the right arrow or double-click to enter addresses of users you wish to grant access to into the **Select Addresses** frame. Click **OK**.

4. In the **Folder Access Rights** dialog, select access rights for individual users for both **Items** and **Folder**. Click **OK**.



Subscribing Folders

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

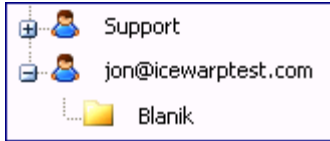
1. If you use **other client than WebClient**, you have to create the appropriate folder (i.e. the folder with the name of the shared account) in your client. E.g.: John Doe shares his account with you, you have to add a new folder into your email client folder tree and name it ~john.doe@domain.com. (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 the 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 that 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 44) tab. By default, it is "~" (tilde).

Example:

NOTE that in WebClient, the left 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:



NOTE – that folders defined as shared within email clients do not appear in the GroupWare – IMAP – Public Folders list (see above).

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.

Access Rights

About

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

Access Right	Description
Lookup	basic right just to see GroupWare folders (not to see items); this allows users to open subfolders they can be granted access to
Read	right only to read the GroupWare items and entries
Keep Seen Flag	right to mark a message as read
Write	right to add GroupWare items to the public or shared folder
Insert	right to insert a new email message
Post	right to send an email via SMTP
Modify	right to modify previously added GroupWare items in the public or shared folder
Create	right to create a new folder
Expunge	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
Delete	rights to delete items from the public or shared folder
Folder Write	right to create new folders within the appropriate public or shared folder
Folder Delete	right to delete existing folders within the appropriate public or shared folder

Delete Mailbox	right to delete an IMAP folder
Administer	full rights

Access Control List (ACL)

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 **Access Control List** dialog, refer to the **IMAP** chapter – **On-server Setup** section.

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

ACL Inheritance

ACL 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, ACL inheritance simplifies access control management. An administrator can set the ACL on a parent object and does not need to set ACLs on each child object.

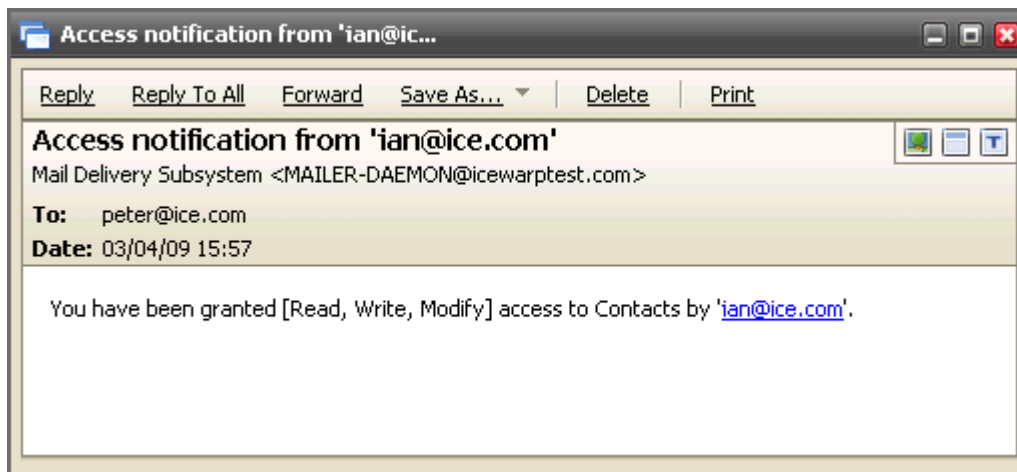
ACL Notification

IceWarp GroupWare Server sends notifications to users (after any **ACL** 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



Folder ACL 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 Planning

About

IceWarp GroupWare Server provides possibility of smooth scheduling and resource planning using various email clients. Examples given bellow 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

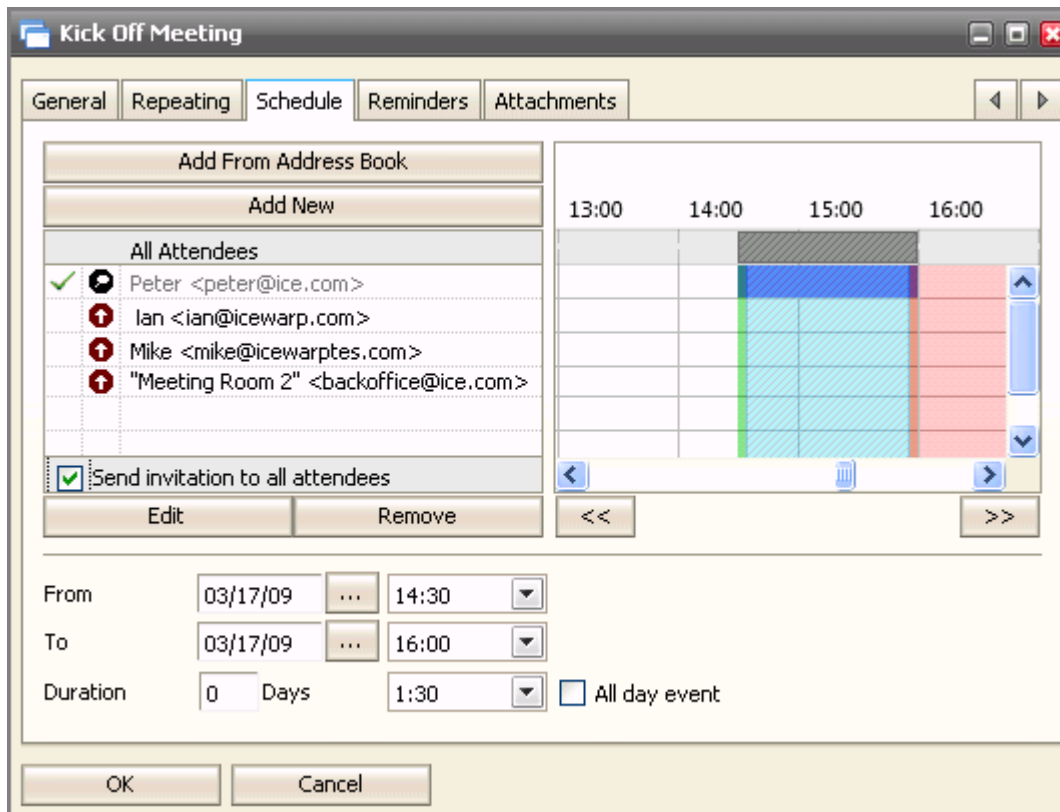
To schedule a meeting in **IceWarp WebClient**, do the following:

1. In the **Events** pane, create or edit an event. The **Event** dialog appears:

The screenshot shows the 'Event' dialog box with the following details:

- General Tab:**
 - Show as: Busy
 - Title: Kick Off Meeting
 - Location: HQ
 - Label: Important
 - From: 03/17/09 14:30
 - To: 03/17/09 16:00
 - Duration: 0 Days 1:30
 - All day event
 - Notes: (Empty text area)
 - Category: (Empty dropdown)
 - Private
- Buttons:** OK, Cancel

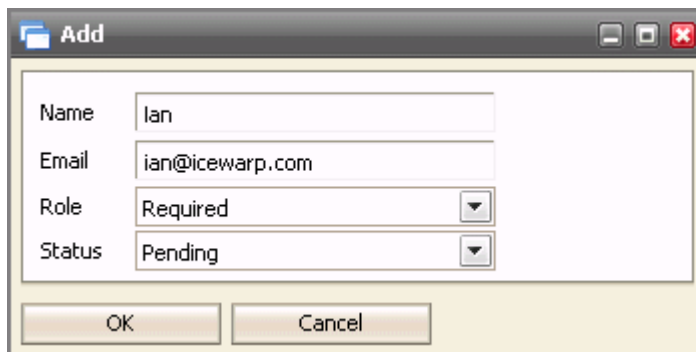
- On the **General** tab, fill in all needed fields. Click the **Schedule** tab.



Note that the time proposed is crosshatched through all attendee rows.

- Select both attendees and resources (a meeting room here) using either the **Add New** or **Add From Address Book** buttons.

Clicking the **Add New** button opens the **Add** dialog:



- In the **Add** dialog, fill in the **Name** and **Email** fields for the attendee you intend to invite and select the **Role** and **Status** items. Click **OK**.

Clicking the **Add From Address Book** button opens the **Select Contacts** dialog.

For description of this dialog and work with it, refer to the **IMAP – Sharing Folders** section.

- Do not forget to tick the **Send invitation to all attendees** box. Click **OK** to save the event and send invitation.

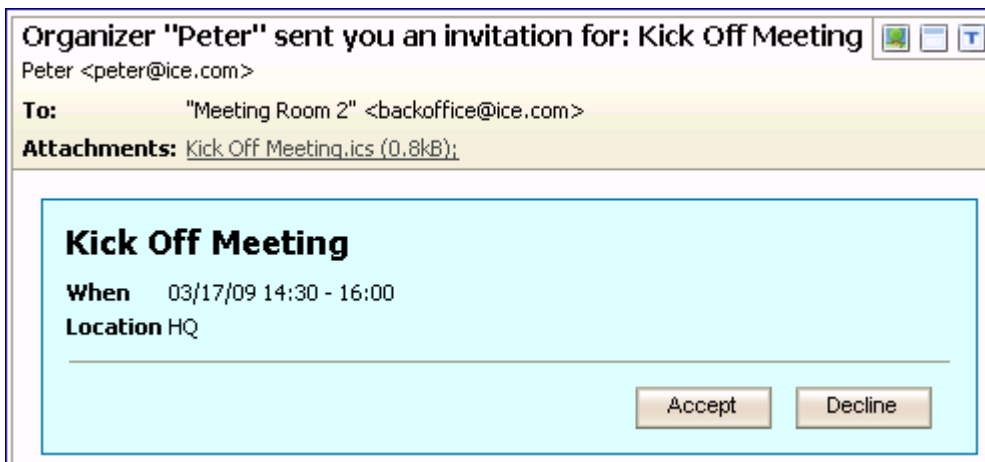
- You can find the current attendee status in the **All Attendees** pane:

All Attendees	
	✓ Peter <peter@ice.com>
Accepted ->	✓ Ian <ian@icewarp.com>
Pending ->	⏸ Mike <mike@icewarptes.com>
Denied ->	✗ "Meeting Room 2" <backoffice@ice.com>

Accepting/Declining Meeting Invitations – IceWarp WebClient

All attendees receive invitation emails.

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

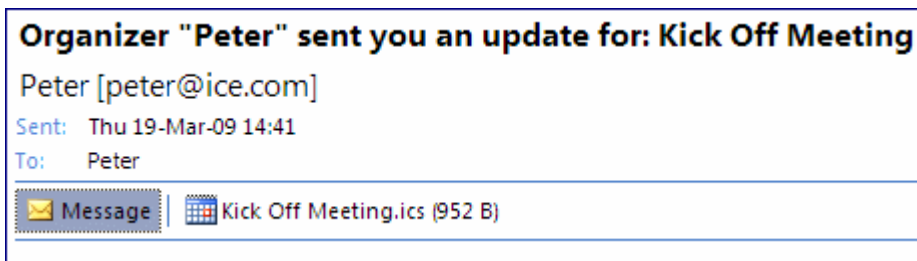


The organizer is informed about your choice by an email message.

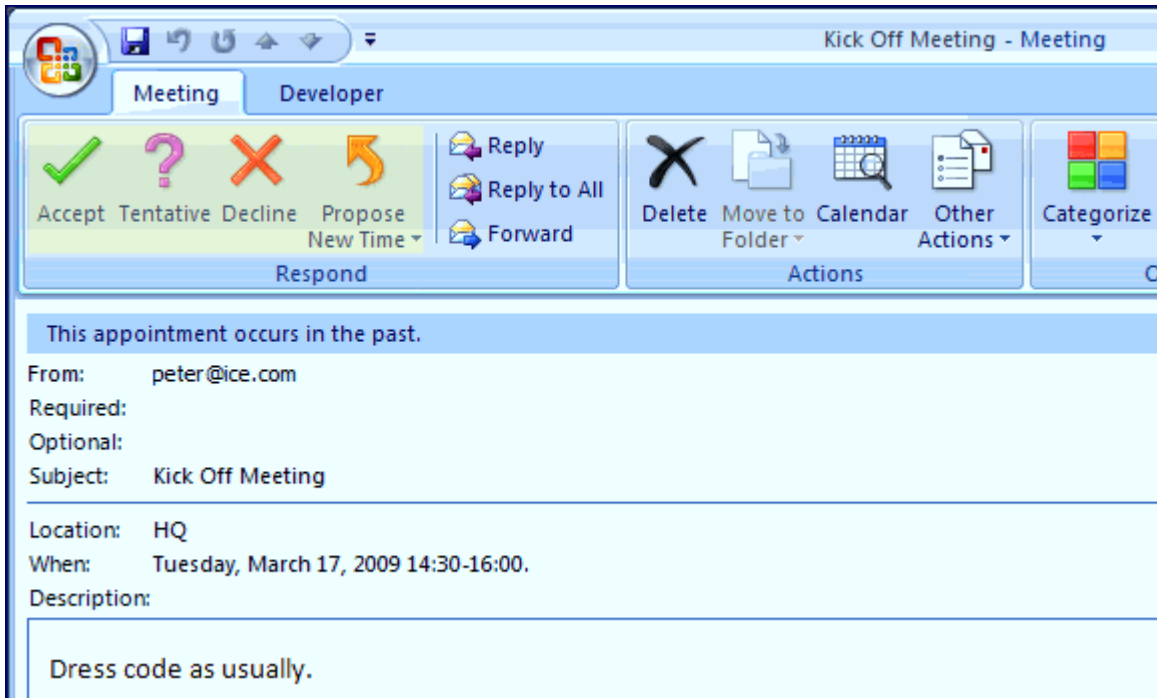
- After acceptance, the event is added into the attendee's calendar.

Accepting/Declining Meeting Invitations – MS Outlook 2007

- In the **MS Outlook**, you will receive an invitation email:



- Double-click the icon with the **<NameOfMeeting>.ics** file. This reveals the **Meeting** email window:



- 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

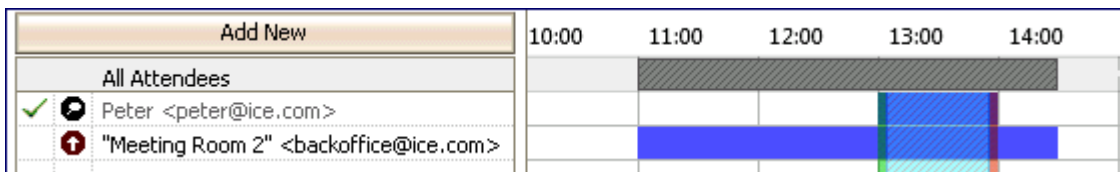
Both of them open the **Propose New Time** window that is similar to the **Schedule** tab (see above). Here you can suggest different time for the meeting.

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

Planning a Resource

Resource planning is similar to meeting scheduling, but there are some differences:

- You can "invite" the appropriate resources by sending an email to a person who manages them. This person will decide about the resource allocation and inform you.
- The **Role** status: **Optional** is senseless.
- When the required resource is taken, you can see it after adding it into the **Schedule** tab. (E.g.: The Meeting Room 2 is taken from 11 o'clock till 14:30 (blue). I. e. you can not plan to use it from 13 o'clock to 14 o'clock. Note that the organizer – Peter – has this time also highlighted blue – he is supposed to "accept" the time proposed. See the figure bellow.)



Time Zones

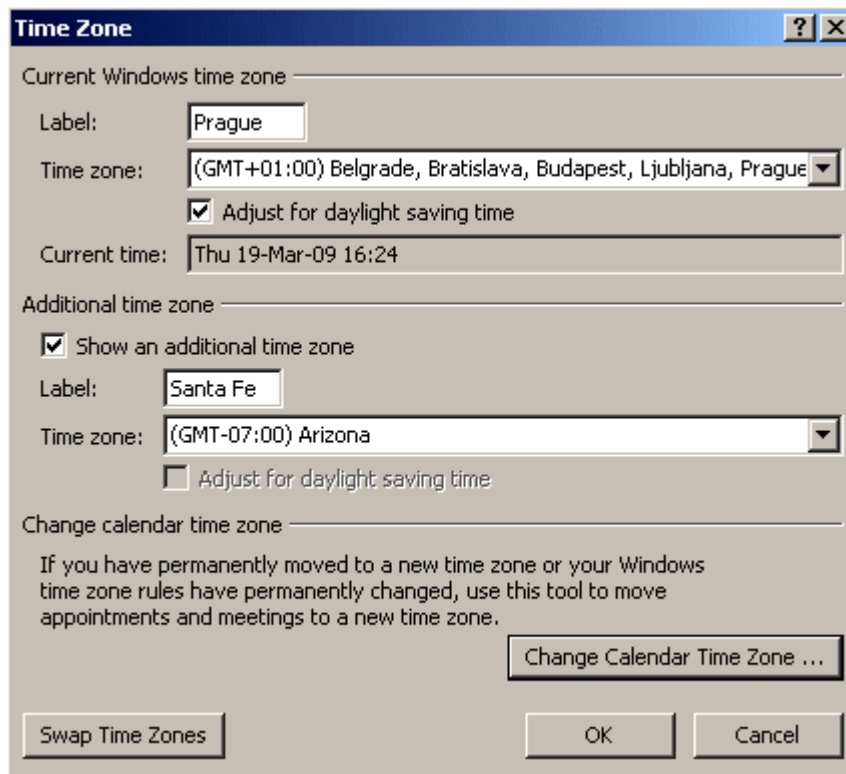
Some email clients support handling different time zones. This is very useful when planning e.g. a teleconference with attendees from more locations.

Revealing of Another Time Zone

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

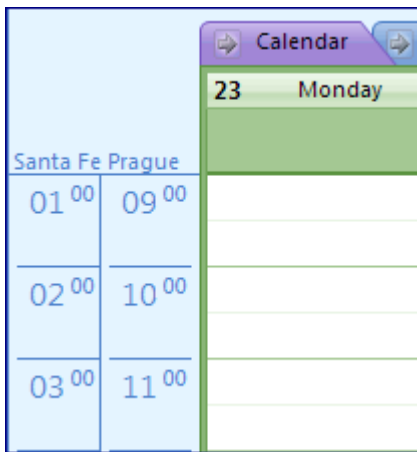
To reveal it, do the following:

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:



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

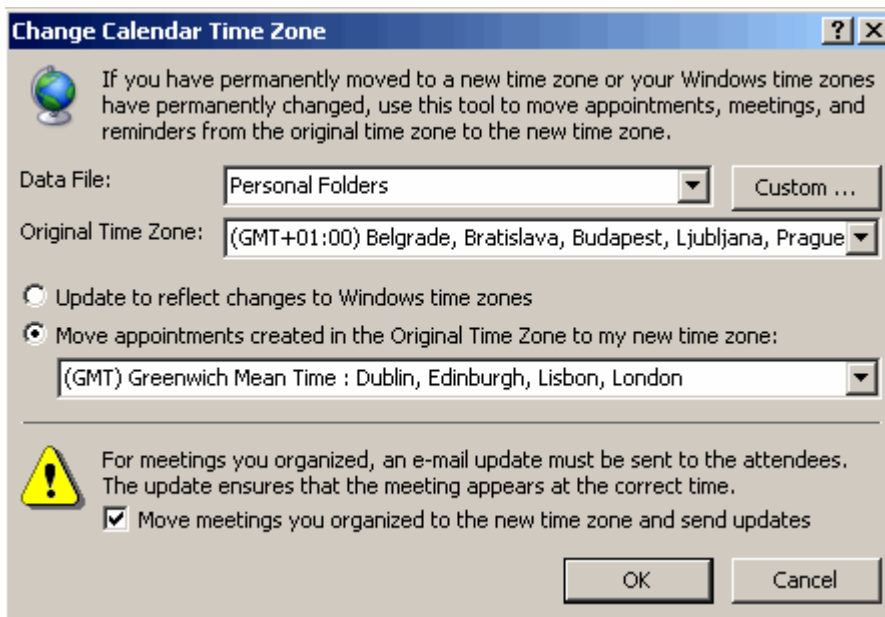
- Click **OK** (three times). Time zones will appear in the **Calendar** pane:



Changing Time Zone

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

- Follow the previous procedure to the step 3 – revealing the **Time Zone** dialog.
- Click the **Change Calendar Time Zone ...** button.



- 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).
- Tick the **Move appointments created ...** radio button and select the new time zone from the list.
- 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 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.

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.

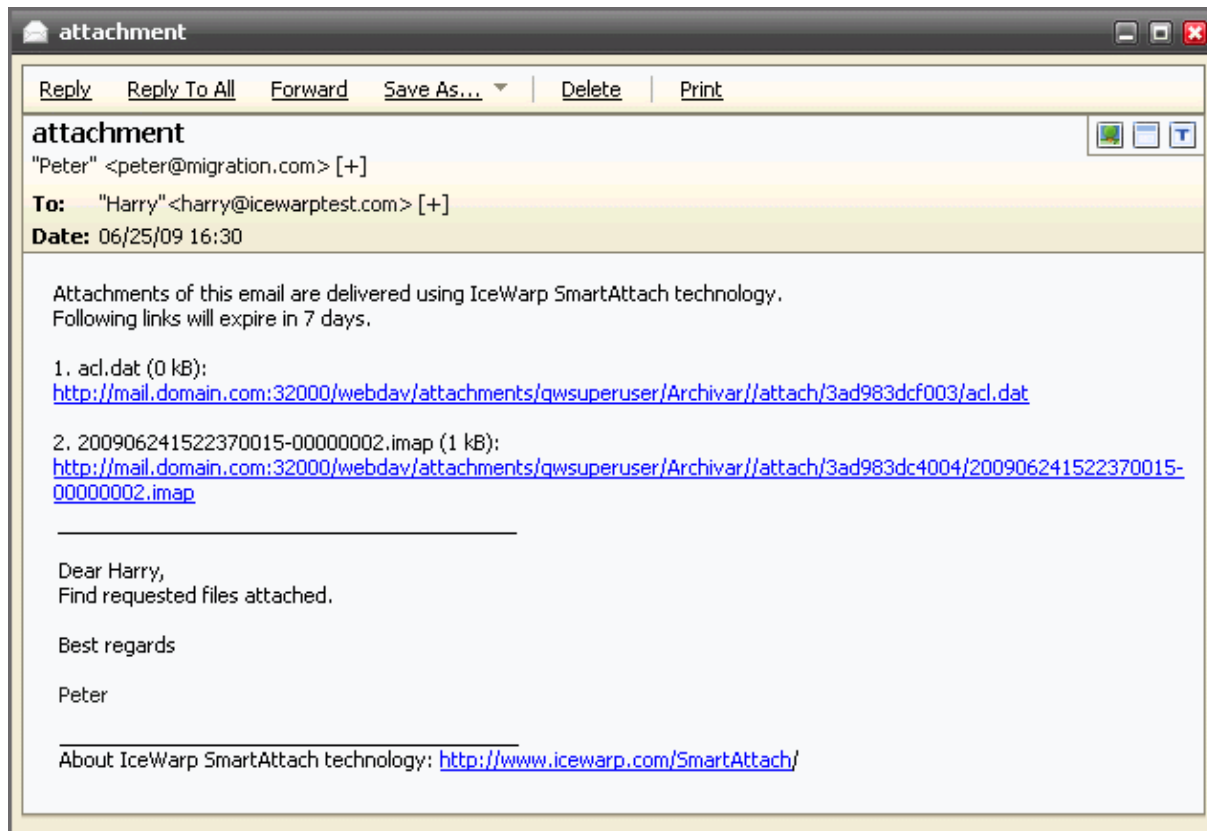
Variables in Pre-defined Text

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

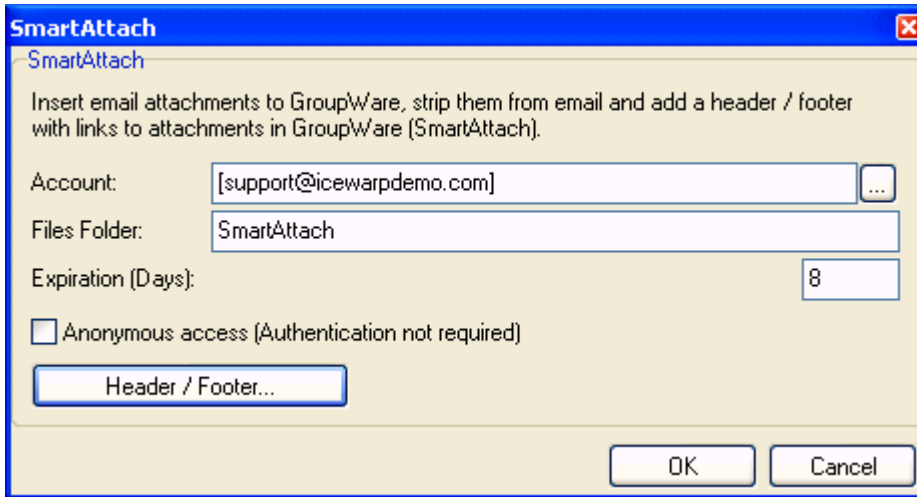


On-server Setup

To set this filter, do the following:

1. In the navigation pane, click the **Mail Service – Filters** nodes.
In the **Filters** page – **Content Filters** tab click the **Add...** button.
The **Rule** dialog appears.
2. Do one of 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 that 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.

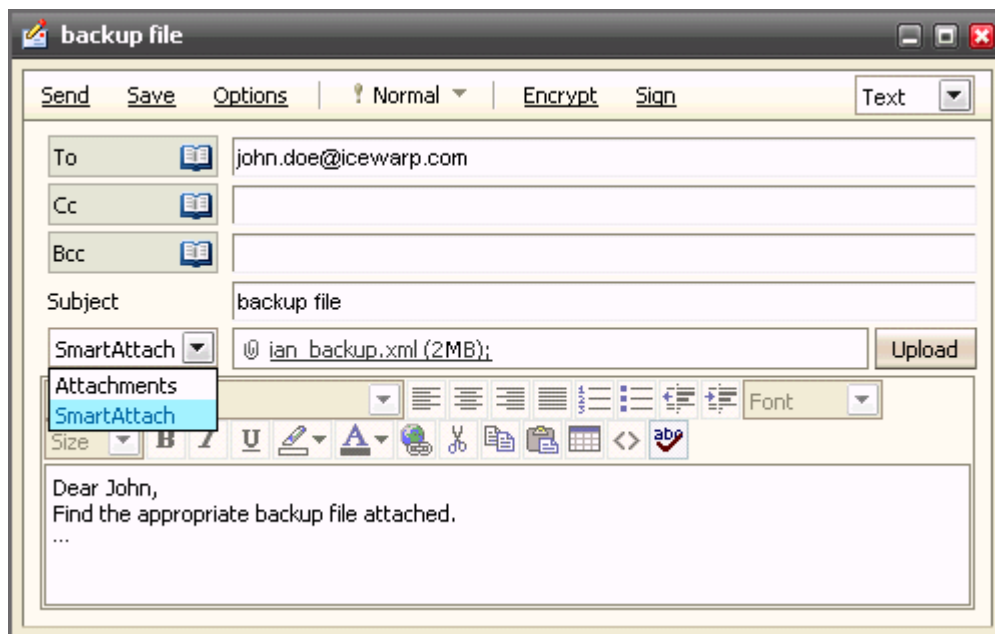
The **SmartAttach** dialogue box appears again.

4. Into the **Files Folder** field, write the folder name where to store the attachments within the mailbox directory of the above respective account, such as **mailbox/~gw/attachments/Files** (the default files folder, also used by IceWarp WebClient).
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.

IceWarp WebClient

Another possibility how to set this filter is to do it within IceWarp WebClient. When composing a new email, select this option from the combo box that is left of the attachment field. The attachment is saved into the user's **Files** folder.



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 that these header/footer texts will be applied both to SmartAttach Content Filter and SmartAttach in IceWarp WebClient.

NOTE that 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.

See also:

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
- ***%expire%***, number of days after which the attachment download link expires
- ***%size%***, attachment size
- ***%expiredate%***, 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 29) chapter.

NOTE that 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 that 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 within remote Internet folders. It is recommended for corporate environments due to its firewall friendliness and full 128-bit SSL support.

Setup

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**.

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

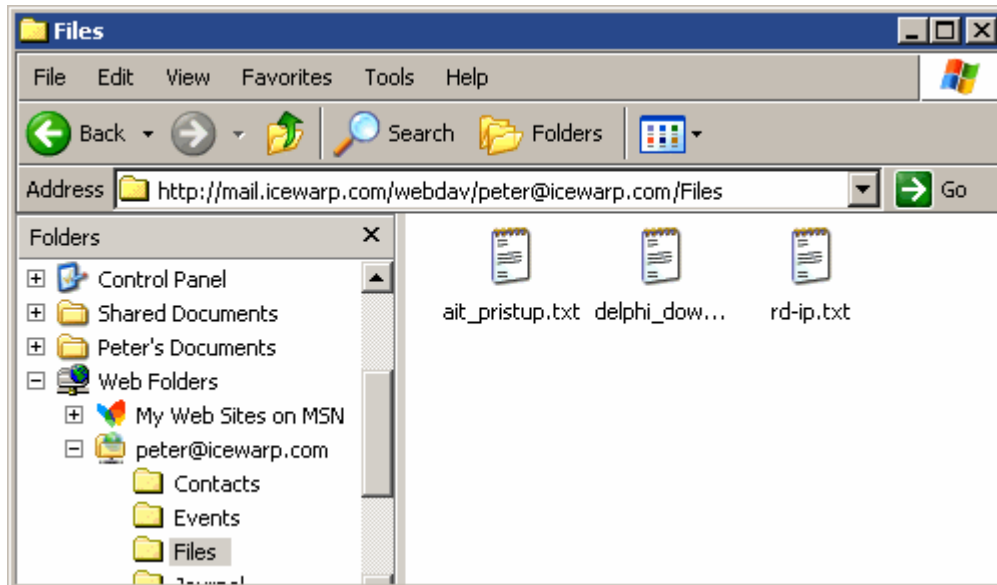
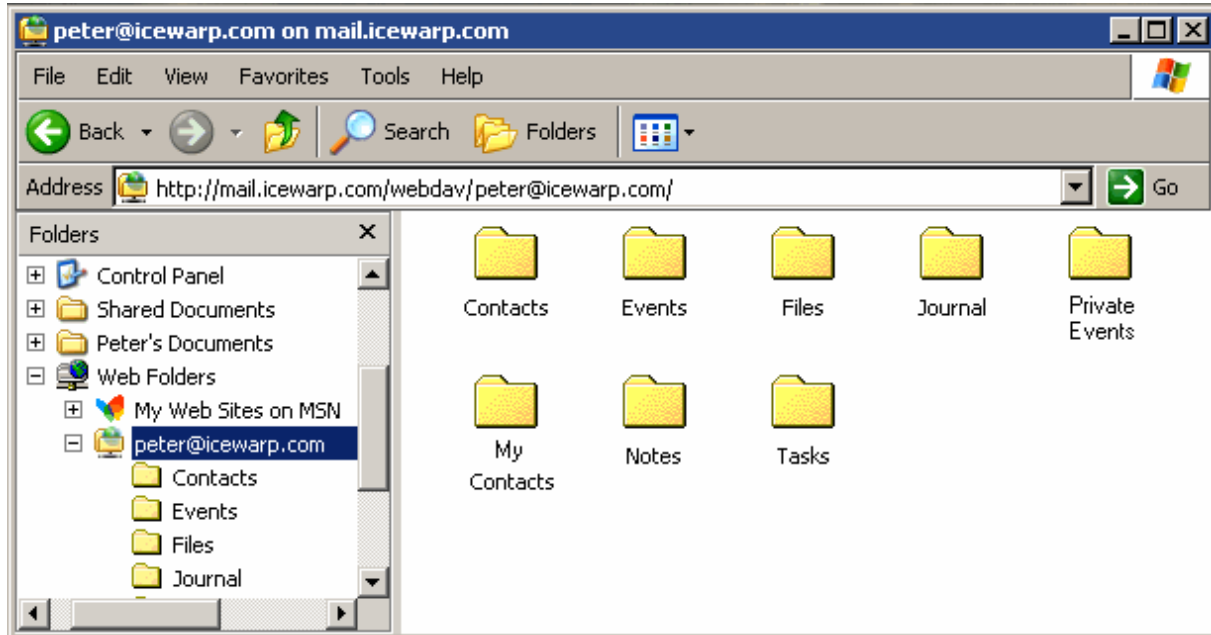
1. In the **Computer** directory, click the **Map network drive** button.
2. In the **Map Network Drive** dialog, select a drive and enter URL to the **Folder** field. Click **Finish**.
The **Connect to...** dialog appears.
3. Fill in your email address into the **User name** field and password into the appropriate field. Click **OK**.
A new window with this network drive appears.

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 can not work with them.



SmartDiscover

About

For detailed information, refer to the **Exchange 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 – that 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

About

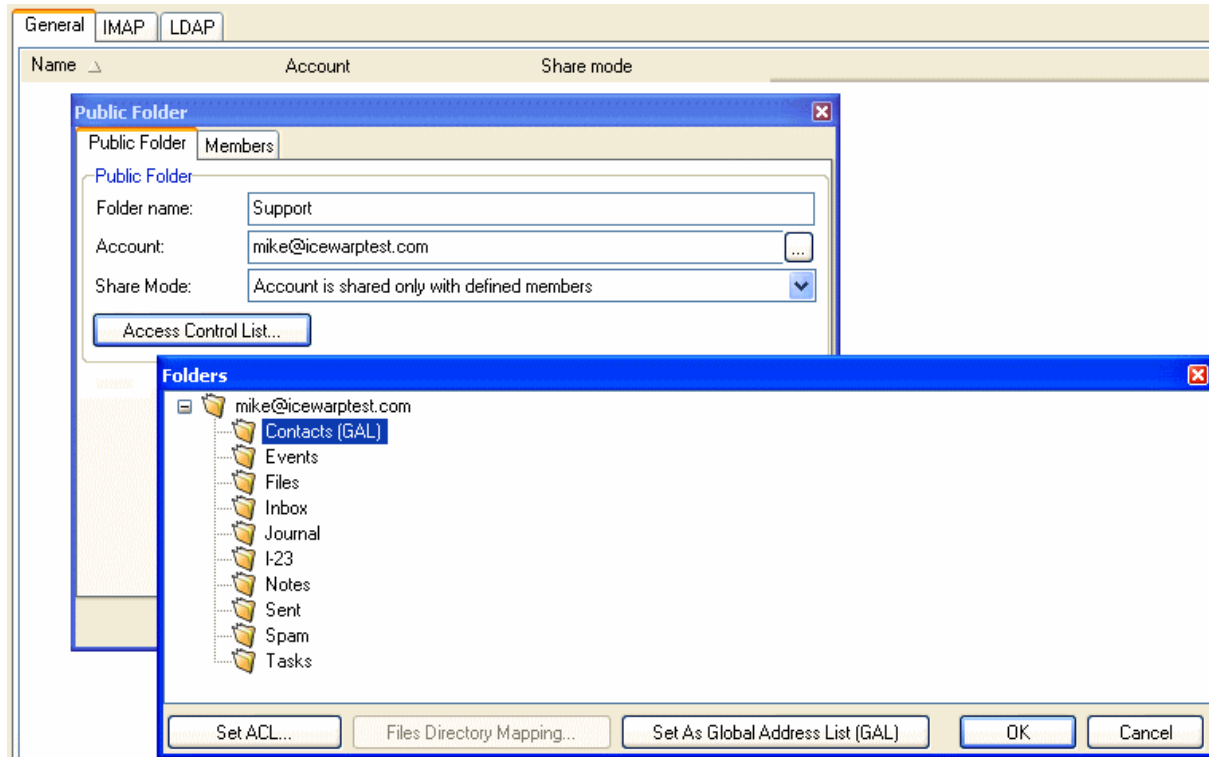
For more information, refer to the **Exchange ActiveSync Guide – Global Address List** section.

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, 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.



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 17) – 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 Connector

IceWarp Connector 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 Access Control List (IMAP ACL) rights 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 Connector requires IceWarp Server 10 and higher, supports and Outlook XP, 2003 and 2007 (recent Service Packs required).

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 Outlook Connector).

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).

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.

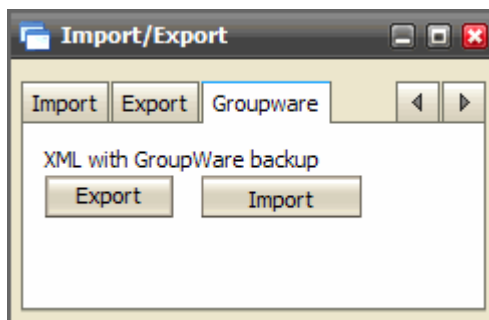
IceWarp WebClient Backup

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.



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.

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.

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.

CHAPTER 7

Reference

This chapter describes single features of the administration console GUI.

IceWarp GroupWare Server structure consists of following nodes and tabs:

- General
 - * General
 - * Push Server
- Public Folders
 - * General
 - * LDAP
- ActiveSync
- SyncML
- WebDAV

In This Chapter

General	41
Public Folders.....	44
ActiveSync.....	49
SyncML.....	51
WebDAV	52

General

The **GroupWare – General** node consists of following tabs:

- General
- Push Server

General

On-server Setup

General

Active Access Mode...

Shared account prefix:

Database settings and database maintenance: DB Settings...

Explore all holidays sets (Create new sets): Explore Holidays...

Field	Description
Active	Check this option to enable GroupWare functionality.
Access Mode	By default, all users and domains on your server have access to the GroupWare functionality. Press this button to restrict access to specific domains and/or accounts (see Access Mode section for more information).
Shared account prefix	By default, this prefix is set to "~" (tilde). It is recommended to keep this setting. NOTE – that 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.
DB settings	Press this button to configure your database settings (see Database Settings section for more information).
Explore Holidays	Press this button to access the holiday file sets. You can load a holiday set to IceWarp Server so it displays them on calendars. There are sets of holidays shipped with IceWarp Server but you can also create your own as the file structure is a simple text format. If you create a holiday set for a country that is not shipped with IceWarp Server please send it to us so we can include it with the release package.

Maintenance

Backup account data to file: Backup Data...

Restore account data from file: Restore Data...

Delete account data: Delete Data...

Field	Description
Backup Data	Press 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.

	<p>Choose the account and press the Select Account button.</p> <p>A standard file browser will open allowing you to choose the destination folder for the backup.</p>
Restore Data	<p>Press this button to restore an account.</p> <p>A standard file browser will open allowing you to select the backup file to be used for this restore.</p> <p>The restored account (or domain) is not selected as this information is included in the backup file.</p>
Delete Data	<p>Press 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.</p>

Notification

Notification sender:

Notification from:

Field	Description
Notification sender	Specify the email address to be used as the SMTP sender for GroupWare notification messages.
Notification from	Specify the SMTP From address.

Push Server

About

This local service provides push notification for services that have requested it. (Typically ActiveSync and SyncML.)

This service is not to be accessible from outside (the UDP port) – it is used on the local level.

The **Push Server** can send notifications either immediately or at specified intervals. In this case, the server sends piled up notifications together.

For detailed information about push technology, refer to the **SyncML Push** guide.

On-server Setup

General

Active

Push server UDP port:

Field	Description
Active	Check this option to enable Push Server functionality. (Regardless you use ActiveSync or SyncML.)
Push server UDP port	If the Active box ticked, this field is enabled and the port number can be changed. NOTE – that if the port is not in collision, it is recommended not to change it.

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 **Access Control List** is 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.

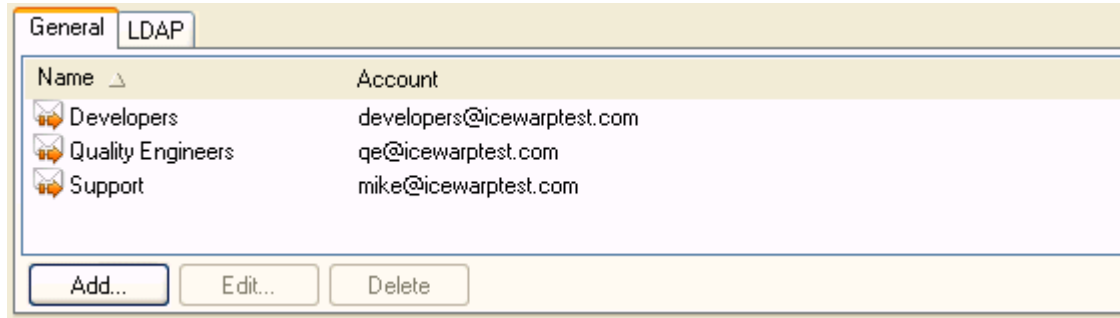
General

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

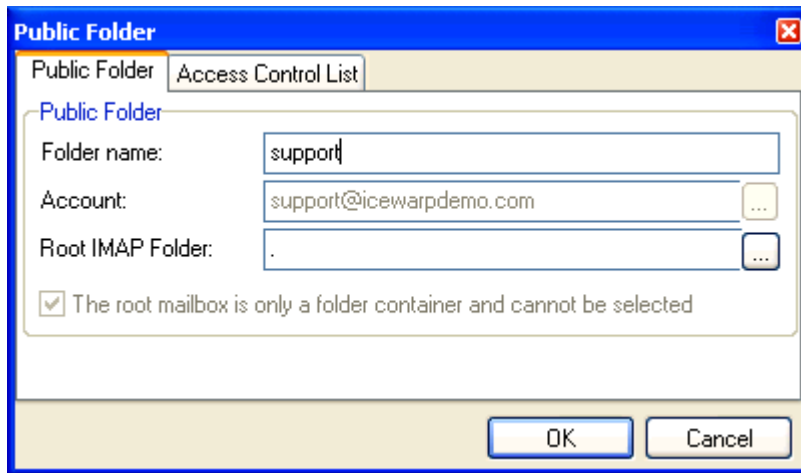
Selecting the **Public Folders** node – **General** tab presents a list of defined public folders.



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

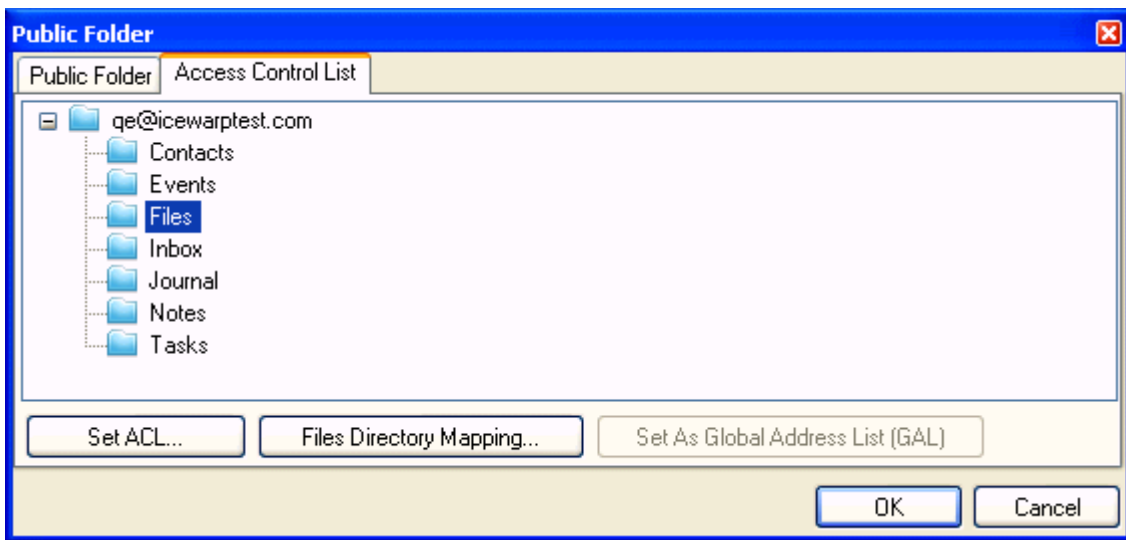


Field	Description
Folder name	The shared folder name as it will appear in a mail folder structure.
Account	Specify the account that will be a shared public folder. You can use the '...' button to open the Select Item dialog, allowing easy account search and selection.
Root IMAP Folder	Specify a folder 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.

	<p>If the whole account should be shared, write the "." (dot) into this field. In this case, the next feature is disabled.</p> <p>NOTE that this field may contain also a hierarchical delimiter.</p> <p>E.g.: "Inbox\New"</p>
<p>The root mailbox is only a folder container and cannot be selected</p>	<p>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.</p>

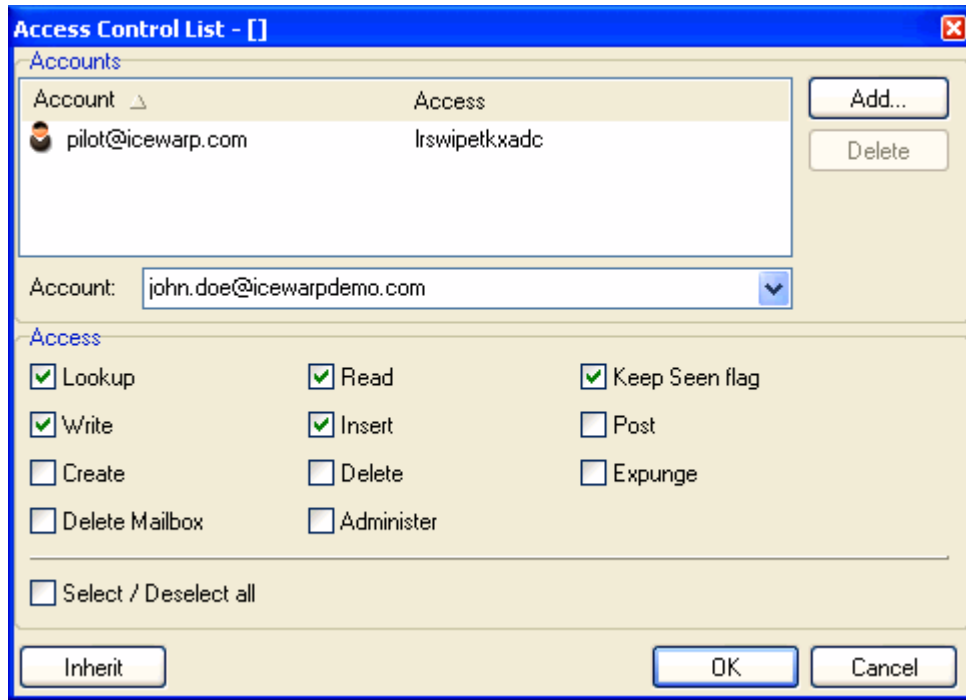
Access Control List Tab

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



Field	Description
Set ACL	Click the button to set access rights for folder subscribers. The Access Control List dialog appears – see further.
Files Directory Mapping	<p>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.</p> <p>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.</p> <div data-bbox="534 1579 1450 1875" data-label="Image"> </div>

	Unicode is fully supported so you can use any file names.
Set as GAL	Select a contacts type folder and click this button to set the folder as Global Address List . NOTE that this button is disabled here as the Files folder is not a contact type folder.



Field	Description
Account/Access	List of individual members with their access rights.
Account	You can fill in an account into this field and add it into the Accounts list by clicking the Add button.
Add	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 14) 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.
Delete	Click the button to delete an account from the Account/Access list.
Access	Select the appropriate access rights. For detailed description of access rights in this pane, refer to the Access Rights (on page 20) section.
Select/Deselect all	Use this box to ease selecting desired boxes.

Inherit	<p>Click the button to inherit access rights from the folder's parent.</p> <p>NOTE that if used for the root folder, no access is granted.</p> <p>NOTE that changing any access rights for a folder that has inherited its rights from its parent removes this inheritance.</p>
---------	---

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 is not currently existing, you have to create it first under **Domains and Accounts – Management – <domain>**, right-click the **Groups** node and select the **Add... – Group** items.)
3. Select **Share Mode**.
4. In the **Mailbox (INBOX)** field, specify the folder that should be used instead of the **Inbox** one – if desirable.
5. On the **Access Control List** tab, select subscribers and their rights. You can also select a group as a subscriber. It is also possible to add users/groups from another server domains.
6. 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 that 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

LDAP Synchronization

Active

LDAP Host:

Base DN:

User DN:

Password:

Field	Description
Active	Check this option to enable LDAP synchronization.
LDAP Host	Enter the hostname of your LDAP server. NOTE - that you can force secure communication with the LDAP server by specifying ldaps://<Servername> e.g. ldaps://ldap.icewarp.com
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 .

NOTE – that if your LDAP server is running with a charset other than UTF8, you can specify the correct charset in the `config/syncad.dat` file.

ActiveSync

About

For detailed information, refer to **Exchange 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 that 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**.

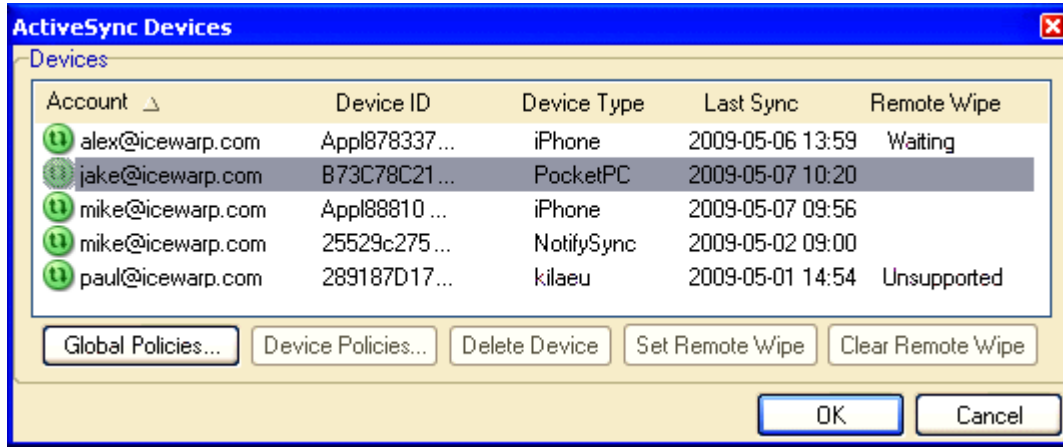
ActiveSync

Active Access Mode...

URL:

Device Management...

Field	Description
Active	Check this option to enable the ActiveSync functionality.
URL	<p>URL consists of:</p> <ul style="list-style-type: none"> ▪ The server address or alias: <mail.domain.com> This address (alias) has to be set in a client exactly otherwise synchronization will not work. <p>NOTE that default ports (80 for HTTP, 443 for HTTPS) are not specified. The use of other ports for control service is NOT recommended – the service could fail.</p> <ul style="list-style-type: none"> ▪ The path specified by Microsoft – Microsoft-Server-ActiveSync <p>NOTE that this part of URL cannot be changed.</p>
Access Mode	Push the button to define the ActiveSync access mode.
Device Management	<p>Click this button to reveal the ActiveSync Devices dialog. This dialog lists all devices that use ActiveSync. See lower.</p> <p>You can set Global Policies (for a whole server), set Device Policies (for the selected user's device), remove devices from the list (Delete Device), set remote wipe for selected devices (Set Remote Wipe) and cancel remote wipe once set provided that it has not been executed yet (Clear Remote Wipe).</p> <p>NOTE that 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.</p>



NOTE that 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 **Exchange ActiveSync Guide – Security Policies** section.

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

SyncML

Active Access Mode...

Authentication type: Any (Basic Or MD5) ▼

URL: http://mail.domain.com:32000/syncml/

Field	Description
Active	Check this option to enable the SyncML functionality.

Authentication type	<p>Select the appropriate type:</p> <p>Any (Basic Or MD5)</p> <p>IceWarp Server will accept authentication with either Basic or MD5 encryption.</p> <p>Require Basic</p> <p>Passwords are sent as plain text – without encrypting; some clients support only this authentication.</p> <p>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.</p> <p>Require MD5</p> <p>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.</p> <p>NOTE – that 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.</p> <p>NOTE - that selecting either of the "Require" 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.</p>
URL	<p>URL consists of:</p> <ul style="list-style-type: none"> ▪ The server address or alias: <mail.domain.com> <p>This address (alias) has to be set in a client exactly otherwise synchronization will not work.</p> <p>NOTE – that 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.</p> <ul style="list-style-type: none"> ▪ The path specified by IceWarp Server – syncml <p>NOTE – that this part of URL (folder) can be changed provided that its content is moved into the newly defined folder.</p>
Access Mode	<p>Push the button to define the SyncML access mode.</p>

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 54) chapter.

For information about WebFolders, refer to the **WebFolders** (on page 34) section.

On-server Setup



Field	Description
Active	Check this option to enable the WebDAV functionality.
URL	<p>URL consists of:</p> <ul style="list-style-type: none"> ▪ The server address or alias: <i><mail.domain.com></i> This address (alias) has to be set in a client exactly otherwise synchronization will not work. <p>NOTE – that 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).</p> <ul style="list-style-type: none"> ▪ The path specified by IceWarp Server – <i>webdav</i> <p>NOTE – that this part of URL (folder) can be changed provided that its content is moved into the newly defined folder.</p>
Access Mode	Push the button to define the WebDAV access mode.

CHAPTER 8

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	54
Mobile Access	59

Desktop Clients

This chapter describes setting of the most common desktop clients.

IceWarp Outlook Connector

IceWarp Connector 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
- advanced Access Control List (ACL) rights 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 Connector requires IceWarp Server 10 or higher, supports Outlook 2000 – 2007.

Connector Installation

To install IceWarp Connector, do the following:

1. Double-click the **setup.exe** file to launch the **IceWarp Connector Setup Wizard**. Click the **Next** button.

2. On the **Licence Agreement** page, toggle the **I accept the agreement** radio-button and click **Next**.
3. Fill in the **Profile Name** field. If you always want to choose the profile, tick the **Prompt for which profile to use when starting Outlook** box. Click **Next**.
4. On the **Account Information** page, fill in all fields (optionally, tick the **Remember Password** box) and click **Next**.

Setup - IceWarp Connector

Account Information
These settings are used to configure Outlook and the Connector

User Information:
Your Name: John Doe
E-mail Address: john.doe@icewarp.com

Server Information:
Incoming Server (IMAP): mail.icewarp.com
Outgoing Server (SMTP): mail.icewarp.com

Logon Information:
User Name: john.doe
Password: ●●●●●●●●

Remember Password

English

<http://www.icewarp.com>

< Back Next > Cancel

5. On the **Select Destination Location** page, fill in or browse for the appropriate location to install **IceWarp Connector** to. Click **Next**.
6. On the **IceWarp Connector Toolbar Options** page, select whether you want to hide this toolbar and click **Next**.
7. On the **Ready to Install** page, review all settings and click the **Install** button.
8. On the **Copy Outlook data to your IMAP account?** page, click the **Copy Outlook Data** button **if you want** to have this data copied. Click **Next**.
9. On the next page, click the **Finish** button to finish setup.

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.

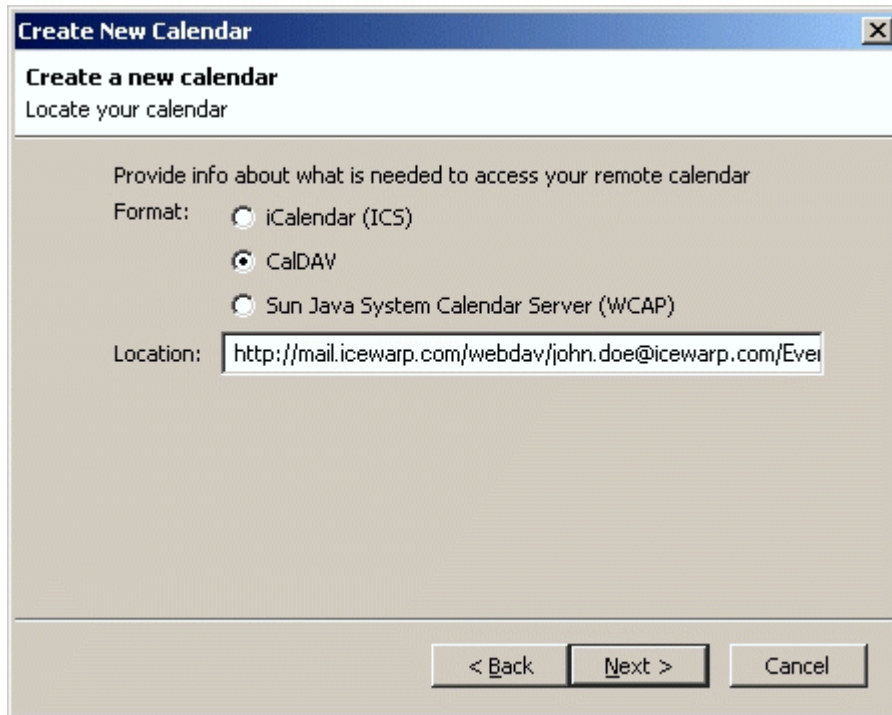
To set synchronization for these clients, do the following:

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/<email_address>/Public/Events/
- for Tasks ***http://<server>/webdav/<email_address>/Tasks/***

Example: see the following figure.



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 – that 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/**

Click **Next**.

5. In the **Password required for Groupware account** dialog, fill in the **User name** and **Password** fields.
NOTE – that 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.

The screenshot shows the 'Accounts' dialog box. On the left, there is a list of accounts: 'imap@icewarp.com (default)' and 'CalDAV'. The 'CalDAV' account is selected. Below the list are three buttons: 'New account...', 'Delete account', and 'Set as default'. The right pane is titled 'Accounts' and contains the following sections:

- Server:** A text field containing 'http://mail.icewarp.com/webdav/john.doe@icewarp.com/'.
- Authentication:** Two radio buttons: 'Anonymous' (unselected) and 'Use these credentials:' (selected).
- Use these credentials:** A 'Login Name' field containing 'john.doe@icewarp.com' and a 'Password' field containing '*****'.
- Folders:** A 'Default calendar' field containing 'CalDAV' and a 'Select...' button.

At the bottom right of the dialog are 'OK' and 'Cancel' buttons.

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.

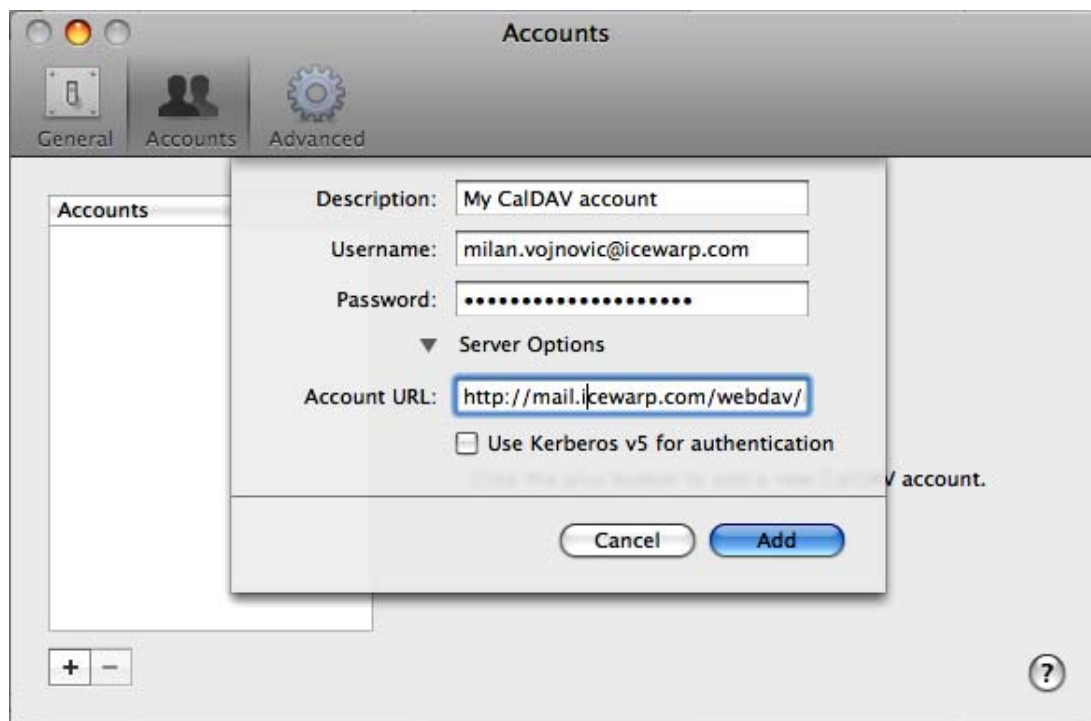
To add a new CalDAV account (when using **IceWarp Server**), do the following:

1. In the main menu, select the **iCal – Preferences – Accounts** items.
2. In the **Accounts** dialog, click the "+" (plus) button.
3. In the next dialog, fill in the **Description**, **Username** and **Password** fields.
Use your full email address as your username.
4. Fill in the **Account URL** field.

The appropriate URL format is: **http://<server>/webdav/users/<email_address>/**

Example: `http://mail.icewarp.com/webdav/users/john.doe@icewarp.com/`

NOTE – that this format is different from the formats for the Mozilla Sunbird and Apple iCal clients.



5. Click **Add** to finish setting.

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 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 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 won't 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, 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 **Exchange 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:

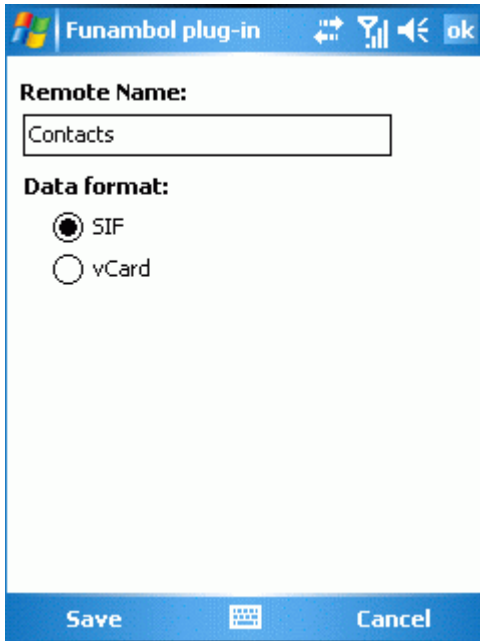


Use your IceWarp Server's domain name and add the port if you are not using the standard HTTP port 80.

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:



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

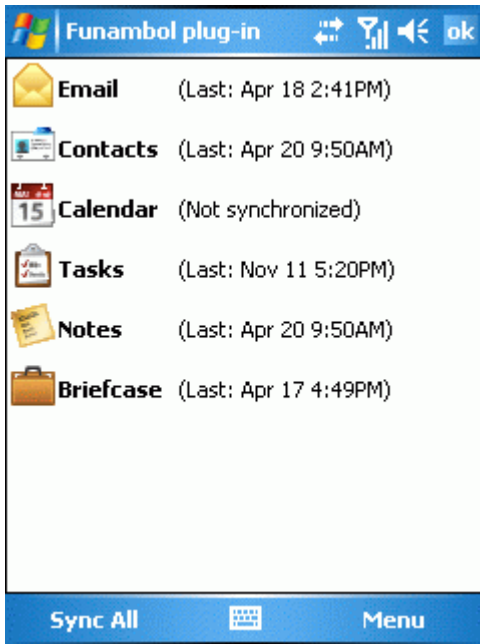
The Remote name is the name of the folder, you can choose from the following standard IceWarp Server folders:

- 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 - that 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.

CHAPTER 9

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 Connector** or the new **IceWarp WebClient**. So the user has a final word whether there is going to be any access to their data.

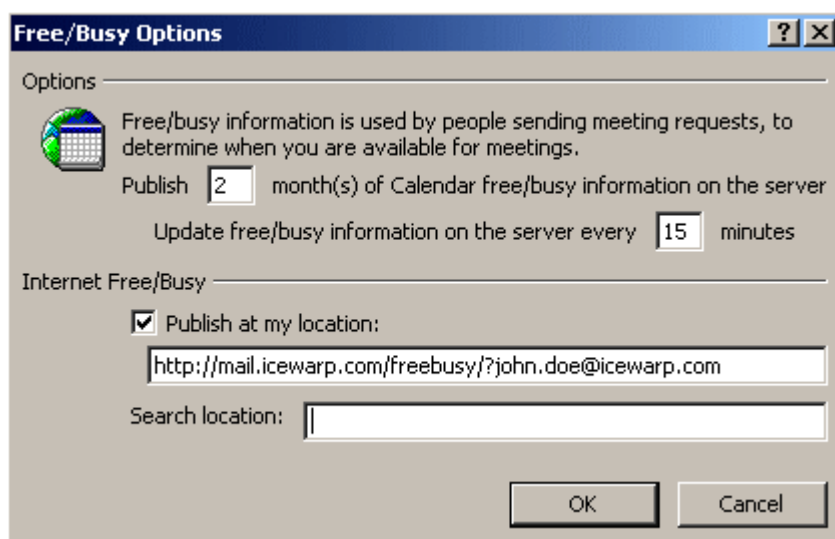
If more calendar folders are used, the final free/busy information merges all events (except for private ones) from all these folders, regardless of access rights set in ACL.

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:



4. Fill in the **Publish ...** and **Update ...** fields with adequate entries.
5. Tick the **Publish at my location** box and fill the field below.

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 **ACL** what gives users full control over their accounts.

NOTE that 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.

MS Outlook 2007 supports this feature.

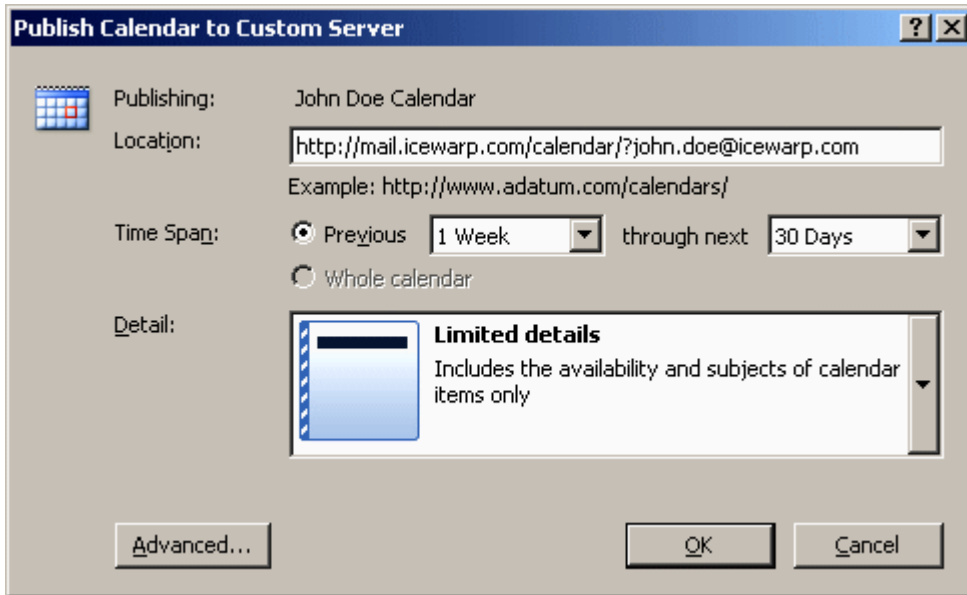
Calendar Sharing

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 **Publish to Internet – 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:



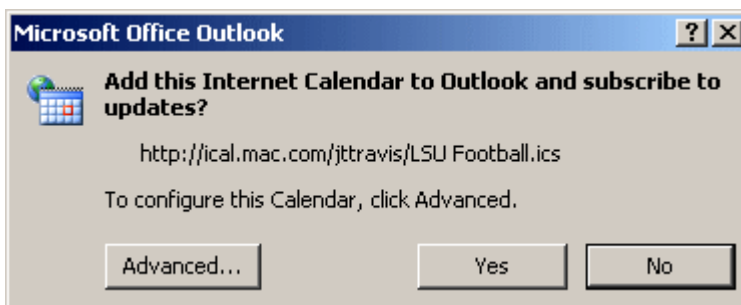
3. Select the **Time Span** and **Detail** features (optional) and click **OK**.

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 that contrary to the link to the Calendar, the prompt link begins with **http://**.