



Desktop Client

IceWarp Desktop Client FAQ

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IceWarp Desktop Client - FAQ

Welcome to IceWarp Desktop Client - a task oriented E-Mail client that combines E-Mail management, Instant Messaging, Calendar Task managing and much more into one seamless and easy to use package.

Our product is a hub of all your communications needs. With this product, you can manage your E-Mails, communicate on Instant Messengers and keep track of your daily tasks all with the help of a series of innovative, task-oriented and context-dependent tools such as E-Mail Communications history, Attachments history, which were designed to maximize your efficiency and help you stay up-to-date with your Internet communications in this age when information is, indeed, power.

While trying to combine all your communications channels into one simple package, the IceWarp Desktop Client team also works hard on the many minute and behind-the-scene details such as customizable IceWarp notifications, compatibility with large font E-Mails, pairing IM contacts with local contacts etc. all aimed at delivering a non-intrusive yet intuitive and seamless working experience.

Our Desktop Client videos on Youtube channel will provide you how to install and configure IceWarp Desktop Client in a few basic steps: www.youtube.com/watch?v=6RC0_uolZnw and also will teach you the basics of using it: www.youtube.com/watch?v=UMUNvBRNCQc

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1. Getting Started

Need a few tips on how to get started?

We've prepared answers to a couple of the most frequently asked questions that should help you get started. We hope that you can find your answer here, but if not, please let us know through the Community Support or the IceWarp Support. We will be happy to answer any other questions you may have!

How to install IceWarp Desktop Client?

IceWarp Desktop Client is a part of the IceWarp Desktop Suite installation package. After you download the installer from our website, open the downloaded 'setup' file and proceed with the installation steps. In the second step, you will be asked whether install IceWarp Desktop Client only or also IceWarp Desktop Office. Select IceWarp Desktop Client in this case and click Next. During the installation you can choose to create a desktop shortcut or complete IceWarp Configuration Wizard.

How can I import my old data?

IceWarp Desktop Client can import your data directly from Microsoft Outlook, Thunderbird, other popular clients, previous IceWarp Desktop Client backup or relevant data files.

When you first run the application, an automatic import wizard will lead you through the process if it detects that you have other email client(s) installed. Besides this, the import options can be accessed at any time in Menu > File > Import. This option allows you to import your emails from .eml files, contacts from .vcf or .csv files, calendar and tasks from .ics files or even IceWarp Desktop Client settings from .xml files.

I have my license details – how can I activate?

In the IceWarp Desktop Client application, go to Menu > Help > License. Click on Online Activation tab and insert your activation key or click on Enter License Offline and upload license file.

How can I check if an update is available?

To check if your IceWarp Desktop Client is up to date, navigate to Menu > Help > Check for update. IceWarp Desktop Client however usually checks for updates automatically. Updates are pushed in waves to avoid overloading the server so not all users receive the update notice at the same time.

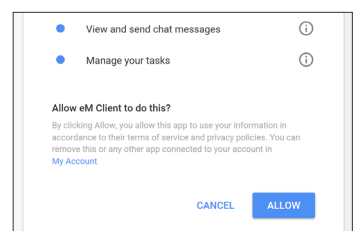
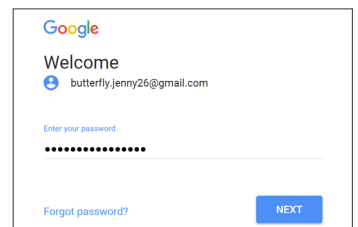
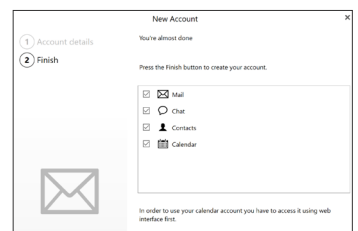
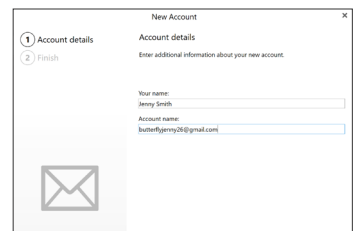
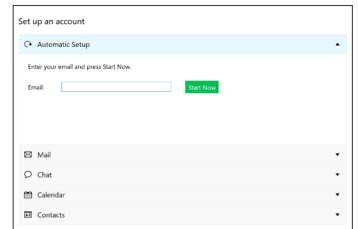
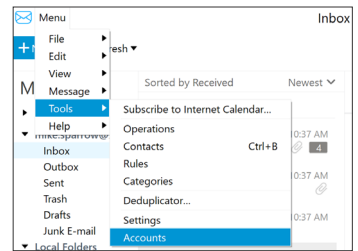
2. Account Setup

Setting up a new account in IceWarp Desktop Client?

We've prepared a few guides to help you set up the account with all major services – just see the short steps below to get the relevant instructions. We hope that you can find your answer here, but if not, please let us know through the Community Support or the IceWarp Support. We will be happy to answer any other questions you may have!

Gmail

1. Open the account settings using Menu > Tools > Accounts.
2. Click the **New Account** button. The account wizard window will appear. Now simply enter your Gmail email address and confirm.
3. Enter the name under which the account should be displayed and click **Next**.
4. Now you can choose which Google services you would like to use in IceWarp Desktop Client.
5. An OAuth authentication window will be displayed requiring your password. Enter your password, scroll down and click **Next**.
6. OAuth security requires you to confirm giving permission to IceWarp Desktop Client to synchronize your account, scroll down and click **Allow** to share data from your account with the application.
7. Go back to IceWarp Desktop Client, you're all set now!



Note: In order to use your calendar account, you have to access it using the web interface first. Otherwise, the calendar will cause a connection error.

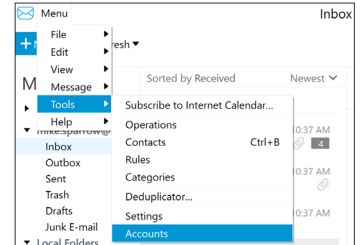
iCloud

1. If your iCloud account is protected by two-factor authentication, you will need to generate an app-specific password for IceWarp Desktop Client to be able to connect to your account. For more information about creating app-specific passwords, please refer to Apple's official guide.

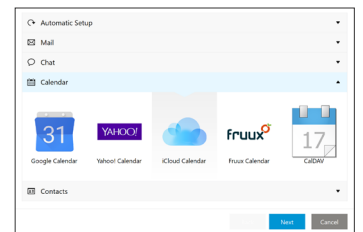


Two-step verification has been enabled for your Apple ID.

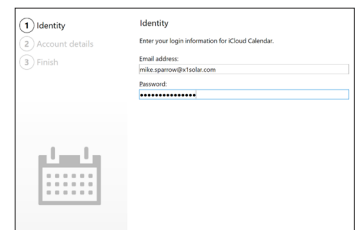
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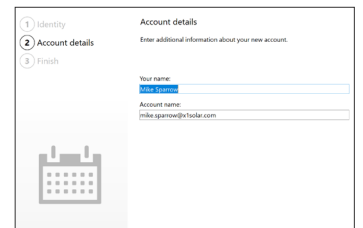
3. Click the **New Account** button. An account wizard window will appear. Now click **Calendar** and select iCloud Calendar. You will be able to set up all the other services in the process, too.



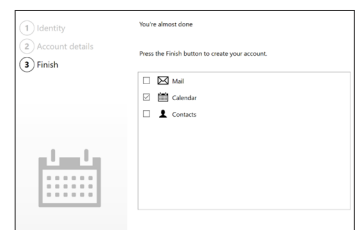
4. Fill in your Apple ID into the email address field and your password into the password field and click **Next**.



5. Fill in your Name and Account name into appropriate boxes.



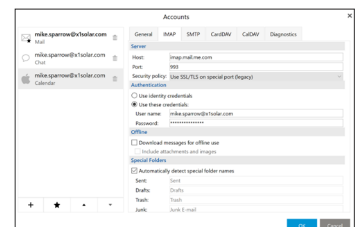
6. Now you can choose what iCloud services do you want to use from IceWarp Desktop Client. Click **Finish**.



If you will be using iCloud mail, go to step 6, otherwise go to step 7.

Note: If you check the Mail service, your iCloud email address must already exist.

7. Select your newly created iCloud account and click IMAP. In the Authentication section, click 'Use these credentials'. Into the username field, enter the part before '@' of your iCloud email (e.g. enter user123 if your iCloud email address is user123@iCloud.com). Click **Ok**.

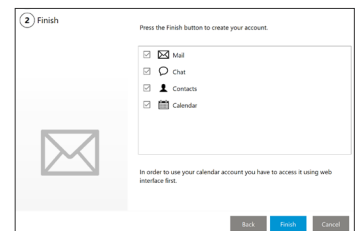
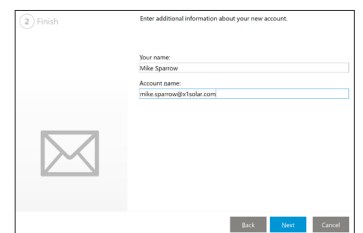
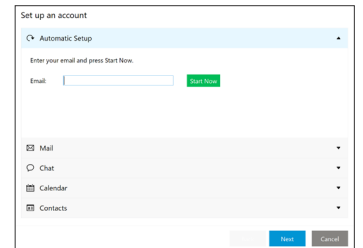
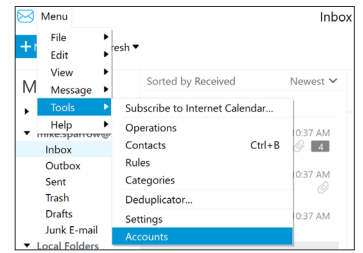


8. You're all set now! Start using IceWarp Desktop Client and all your iCloud data is synchronized.



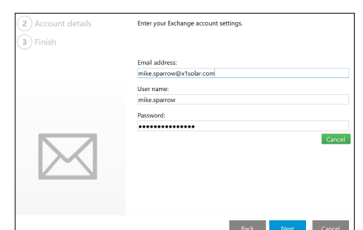
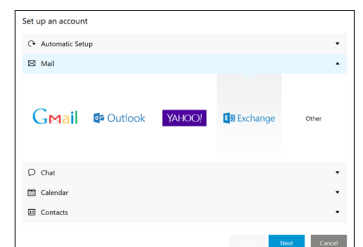
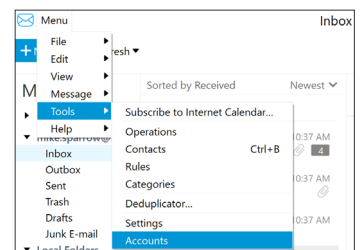
Outlook

1. Open the account settings using Menu > Tools > Accounts.
2. Click the **New Account** button. The account wizard window will appear. Now simply enter your Outlook.com email address and password into the Automatic Setup fields and click **Next**.
3. Enter the name under which the account should be displayed. Click **Next**.
4. Congratulations! You're all set to start using IceWarp Desktop Client connected to your Outlook.com. Click **Finish**.

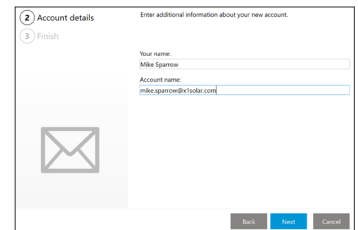


Exchange

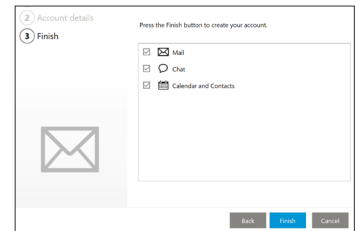
1. Open the account settings using Menu > Tools > Accounts.
2. Click the **New Account** button. The account wizard window will appear. Click the mail section, select Exchange and click **Next**.
3. Fill in your account details - your email address, username and the password used for your Exchange, then click **Next**.



4. Enter the name under which the account should be displayed. Click **Next**.



5. Congratulations! You're all set to start using IceWarp Desktop Client connected to your Microsoft Exchange account. Click **Finish**.



How does the automatic setup work?

The automatic setup uses the autodiscover settings on your email server. That helps the application to detect the correct account settings and lets you access your items almost immediately. The most common setup is usually IMAP, this however depends on the mail server you're using with IceWarp Desktop Client.

Can I setup the account manually if I need to?

The automatic setup uses the autodiscover settings on your email server. That helps the application to detect the correct account settings and lets you access your items almost immediately. The most common setup is usually IMAP, this however depends on the mail server you're using with IceWarp Desktop Client.

What mail services does the application support?

The automatic setup uses the autodiscover settings on your email server. That helps the application to detect the correct account settings and lets you access your items almost immediately. The most common setup is usually IMAP, this however depends on the mail server you're using with IceWarp Desktop Client.

Can I synchronize my calendar, contacts or tasks too?

The automatic setup uses the autodiscover settings on your email server. That helps the application to detect the correct account settings and lets you access your items almost immediately. The most common setup is usually IMAP, this however depends on the mail server you're using with IceWarp Desktop Client.

What is the difference between the IMAP and POP protocols?

An email program can retrieve your emails using different protocols. Two of the most common protocols are IMAP and POP3. So how do they work?

The POP3 protocol downloads the emails from Inbox to a specific device from the server. Once the emails are downloaded, the originals are deleted from the server. This means that if you're using POP3, the emails are tied to a specific device and can't be viewed on other devices without forwarding them.

IMAP, on the other hand, is not tied to a specific device. Instead, you can view your emails on any device because the emails are stored on a remote server and not on an individual computer. (A good example of this would be when you check your Gmail account on your phone, through your email client on your desktop or through the web interface on your laptop and you see the same messages in each case).

Most of today's mail servers support IMAP, even though there are still exceptions. If there's only a small storage space available on the server, synchronizing messages through IMAP would quickly lead to hitting the limit so only POP3 might be available. Fortunately, IceWarp Desktop Client supports both IMAP and POP3. You can therefore use whichever type you prefer, depending on your server.

3. Features

Looking for new ways how to use IceWarp Desktop Client?

Whether you're looking for new ways to use the application or need help with some of the existing features, we've prepared a couple of answers to the most common questions to help you. We hope that you can find your answer here, but if not, please let us know through the Community Support or the IceWarp Support. We will be happy to answer any other questions you may have!

What are "Local Folders"?

Local Folders are folders that IceWarp Desktop Client doesn't synchronize with the server, meaning their content is stored locally in the application's database. There are various reasons for why you might want to store emails in Local Folders. For example, you can move or copy your emails there to make space on the server or to secure them in the event of a server failure. You can also move messages there so you can access them while offline. Just don't forget that you can also use the 'Download messages for offline use' function that downloads the content of selected IMAP folders or of the whole account into the application's local database.

These folders can be enabled/disabled in Menu > Tools > Settings > General > General.

What are "Smart Folders"?

Smart Folders are virtual folders that display all messages from a certain folder type (such as Inbox, Outbox, Sent, Unread, Flagged messages, Search Folders or Category folders) from all of your email accounts at once. They can be found in the left pane in the Mail tab, above the folders for your individual accounts. This feature allows you to check all emails without having to go through each separate account individually.

These folders can be enabled/disabled in Menu > Tools > Settings > General > General.

How can I change the database location?

The default database location is in the IceWarp Client folder under your user profile in hidden folders AppData\Roaming (the path is usually C:\Users\username\AppData\Roaming\IceWarp Desktop Client). To change it, please navigate to Menu > Tools > Settings > General > Storage where you can adjust the database folder location. However, as the disclaimer in the settings warns: when you change the location, your original database will not be transferred. Instead a new database will be created there.

If you'd like to transfer your data, please first change the location in the settings, turn IceWarp Desktop Client off and then manually move the database folder from the original location into the new one. Please note that IceWarp Desktop Client must stay turned off during this process. Check for IceWarp Desktop Client or mailclient.exe in the Task Manager and if you see a process with either of these names, end it before you proceed.

How can I backup my database to transfer all my data to another device?

The easiest way of moving your database to another computer is to make a backup of your current database in Menu > File > Backup. IceWarp Desktop Client will back up the whole application database into the folder selected in Menu > Tools > Settings > General > Backup. You can also enable the option of automatic backups in regular intervals here.

You can transfer this backup to a device of your choice and restore from it through Menu > File > Restore.

How can I change the backup interval? And how can I schedule the backup to occur at a particular date and time?

The backup options are accessible in Menu > Tools > Settings > General > Backup. You can choose the folder where the backups will be saved and once you check the 'Enable Backup' option, you can also select how often you'd like the back up to occur and how many backups you want to keep (you can store up to five different backups at a time).

To change the time of the backup, open up the Windows "Task Scheduler" tool. Click on the Task Scheduler Library and you will see IceWarp Desktop Client Database Backup in the middle window amongst the other tasks. Double-click it to open the properties, go to the 'Triggers' tab and you can edit the time and day when the backup takes place.

How do I use the search?

Even if you use features like rules and customizable folders to sort your mail, it can still be difficult to find a specific email. While you can manually go through your folders, there's a much easier way to quickly find what you're looking for – all you have to do is use the search feature.

If you're in IceWarp Desktop Client's Mail tab, you've probably noticed the search bar in the upper right corner above the emails in your Inbox (or whatever folder you happen to be looking at). You can use this bar to search for keywords in the title of an email, the body or the sender's address. Type in the keyword, hit 'Enter' and a list of emails with that phrase will pop up.

For a slightly more advanced search, you can type a "?" in the search bar and a drop-down menu will appear. This can help you narrow down your search by specifying things like the location of the keywords, if the email has an attachment, if it was sent before or after a certain date and so on. You can also click the downward pointing triangle at the end of the search bar to get a list of advanced options to further narrow down your search. Select 'Advanced Search' for even more options.

If you don't remember a certain part of your keyword, you can use the wildcard "*" to represent any character(s). For example, searching for "*ance" will turn up both "finance" and "fiancé". IceWarp Desktop Client always searches as though there was a wildcard at the end of your keyword, so even if you don't insert a "*" at the end, it will effectively still search for "keyword*".

If you search for an email address, IceWarp Desktop Client will give you a list of suggestions for completing the address based on who's in your contact list. Please be aware that @ isn't treated as a separator, the whole address is therefore one text string. If you're searching for a text inside the domain name, you need to use the wildcard: e.g. searching for '*icewarp.com' will turn up info@icewarp.com.

I have duplicate emails/contacts/events/tasks – how do I get rid of them?

IceWarp Desktop Client offers the Deduplicator tool to help you with duplicate items of all kinds. This allows you to delete, move, or merge (in case of contacts) the found duplicates.

You can find the feature in Menu > Tools > Deduplicator. From there, a window will pop up asking if you want to run the deduplicator on your emails, events, tasks, or contacts. Select the item type and click Next. You can choose to search either in individual folders or in groups of folders. Once you have selected the folder(s)/accounts on which you'd like to perform deduplication, click Next. You will then be asked about what action you'd like to perform on the items.

If you see duplicates in the Smart Folders and you have a Google account set up, please check whether this isn't caused by Gmail's handling of the labels.

How can I archive my emails using IceWarp Desktop Client?

There are two types of archiving: local archiving and server-side archiving.

For local archiving, IceWarp Desktop Client contains an Automatic Archiving feature which allows you to download all messages older than a selected number of days from the server and keep them stored on your local drive. These emails can be found in the Archive folder in the program's left pane, below the accounts folders and Local Folders. You can find this option under Menu > Tools > Settings > Mail > Automatic Archiving.

Server-side archiving is only supported for Google. To perform Google server-side archiving, you can use an option 'Move to Archive'. What happens is that the email will be stripped of all categories (= labels), which in case of Google also work as folders. For example, you don't really have an Inbox folder – your emails are all stored in Google's All Mail folder and the ones that appear in Inbox folder have the Inbox label attached to them. When you choose the 'Move to Archive' option, the Inbox label is removed, the email therefore disappears from the Inbox folder and only stays in Google's All Mail folder. You can find all messages archived in this way in the Google's All Mail folder.

How can I export data out of IceWarp Desktop Client?

IceWarp Desktop Client supports export to all standard file types for all your items. You can export emails into an email message format (.eml), calendars and tasks into iCalendar files (.ics) or your contacts into VCards (vcf). You can also export your account settings, rules, signatures and other settings into an XML file and import it into another instance of IceWarp Desktop Client. The export feature is accessible in Menu > File > Export.

How can I delete an account?

If you decide, for whatever reason, that you don't want to have a specific account set up in IceWarp Desktop Client anymore, you can delete it in just a few seconds. Go to Menu > Tools > Accounts. In the left-hand side of the dialog box, you'll see the list of accounts you've linked to IceWarp Desktop Client. Now just click on the small trash bin icon next to the account that you'd like to delete.

Please make sure that you have all of your data backed up or accessible on your server before you delete your account as it's not possible to take this action back. If you're using the IMAP protocol or the POP3 protocol that keeps a copy of the message on the server, only a local copy of the data will be deleted and your data will stay on the server intact.

How can I set up which account is used as default?

If you have several email addresses linked to IceWarp Desktop Client, the first one that you have added will be automatically set as default. This is the account that will be selected as sender when you compose messages in a neutral place, such as the Smart Folders. You can change which email account you're sending messages from just by clicking on your email address in the New Message window. If you want to change your default account so you don't have to perform this step every time, go to Menu > Tools > Accounts, select the preferred account from the list on the left side and then click the 'Star' button. That account will now be the one your emails are automatically sent from unless you specify otherwise.

How can I change the account order in the left panel?

To change the order of the accounts, go to Menu > Tools > Accounts. On the side of the window that appears, you'll see a list of the accounts that you have linked with IceWarp Desktop Client. If you want to change the order of these accounts, simply click on one of them. Then use the buttons with arrows just below the list of accounts to move the account you've selected either up or down. This changes the order of your accounts in the main Mail tab. The location of account's subfolders and Local Folders and Archive is fixed.

Please note that changing the order is not the same as setting an account as default. The default account is always the one marked by a star, not necessarily the first one on the list.

How can I set rules?

Go to Menu > Tools > Rules and a window with various options will appear. You can create and edit the rules from here. Follow the Rule Wizard and it will guide you through the process.

How can I edit shortcuts?

You can edit shortcuts to fit your needs by going to Menu > Tools > Settings > General > Shortcuts. Click on any shortcut that you want to change. Now, press the combination of keys you would like to use instead and the new information will appear next to the option name.

How can I setup a default reminder on my calendar?

The default reminder status for calendars and tasks in IceWarp Desktop Client is set to 'No Reminder'. You can adjust the default reminder time for each individual folder in their Properties menu. Simply right-click a calendar or task folder (any of the folders under your email address on the left hand side in the Calendar or Tasks tab), choose Properties and set the default reminder in the General tab. You can also change the color and other properties here.

How can I customize the toolbar?

Right-click anywhere in the toolbar and select Customize. In the window that appears, remove and add items or change their order by using the Add, Remove and Arrow buttons. You can also customize the Mail toolbars centrally in Menu > Tools > Settings > Appearance > Toolbars.

4. Troubleshooting

Are you having issues with the application?

If you're experiencing issues, please check the list below and our IceWarp Help Center to see whether you aren't dealing with a known issue. If you can't find any information here, please let us know through the IceWarp Support and we will do our best to resolve the situation as soon as possible. The problem solving process is however difficult and can be very time-consuming, we would therefore ask you to follow the guidelines below to make it faster.

How to report an issue?

- 1) If you're getting an error message, please enclose a screenshot of the error.
- 2) Send us the whole content of the 'Log' tab. If an error appears, you can access it by clicking on the third tab in the same window as the Error called Operations. If no error appears, go to Menu > Tools > Operations. Select all with Ctrl+A and copy it into a text file that you send our way.
- 3) Send us the full number of the version that you're using (you can find this information in Menu > Help > About).
- 4) Try to remember what changes you've made in IceWarp Desktop Client or in your system before the problem started and describe them to us.

Submit the report to one of our support options, either the Community Support or the IceWarp Support, and we'll do our best to resolve the issue as soon as possible.

A problem has occurred when contacting the licensing server on Windows XP, why can't I activate my license?

Windows XP is unfortunately no longer supported due to an outdated security protocol. IceWarp Desktop Client needs to periodically check the license status with our licensing server. Because the security protocol in the last Windows XP service pack isn't up to date anymore, the request sent from Windows XP unfortunately doesn't arrive at our system.

Users encountering this issue will typically see this message: "A problem has occurred when contacting the licensing server: The underlying connection was closed: an unexpected error occurred on a send."

IceWarp Desktop Client is suggesting my database is missing or is corrupted, how can I restore the database?

If you get an error indicating that your database is corrupted, the fastest way of getting IceWarp Desktop Client running again is to restore your data from a backup. This option will be available either from the window informing you about the results of the database check or from IceWarp Desktop Client's interface in Menu > File > Restore. If you can't access IceWarp Desktop Client to restore the data, please follow the information below on starting with a new database which is needed to open the program.

If you do not have a backup but still have all your data saved on the server, you will have to start with a new database, re-create your accounts from scratch and wait until the data is synchronized again.

To start with a new database, turn IceWarp Desktop Client off and rename the 'IceWarp Desktop Client' database folder (default location is in hidden folders AppData\Roaming, the whole path is usually C:\Users\username\AppData\Roaming\IceWarp Desktop Client) to e.g. 'IceWarp Desktop Client old database'. Please note that IceWarp Desktop Client must stay turned off during this process. Check for IceWarp Desktop Client or mailclient.exe in the Task Manager and if you see a process with either of these names, end it before you proceed.

Why do I have multiple copies of a message in smart folders?

This usually happens with Gmail accounts that use multiple labels for a single email. Since Gmail creates a separate folder for each label, emails that have multiple labels attached to them will appear as though having multiple copies saved.

In reality, you can only have one copy of each email on Gmail. The way Gmail actually works is that all emails are stored in the All Mail folder. All the other folders are just 'filtered' views of the All Mail folder based on the labels (= IceWarp Desktop Client's categories) attached to a message. That means that you don't really have e.g. Inbox or Important folders – these are just labels that make the email from All Mail folder appear in these other folders.

The only workaround for this issue is to disable assigning of redundant labels like 'Starred' and 'Important' on the server.

Why am I missing some emails when I use the search feature?

It's important to realize how IceWarp Desktop Client works with IMAP: it only downloads message headers. Messages themselves are fully downloaded anew each time that you click on them to show their content in IceWarp Desktop Client. Thus, IceWarp Desktop Client cannot search in the bodies of all your messages by default.

If you'd like to search inside the messages, you can download your messages for offline use. This setting is available in Menu > Tools > Accounts – the account that you'd like to download the emails for – IMAP tab – Offline – 'Download messages for offline use'.

Why am I missing the content of my distribution lists?

Some servers might not support distribution lists and can therefore try to change the list into a regular contact, leaving only the first email address. To prevent this, please save your distribution lists into IceWarp Desktop Client's Local folders. The list will not be synchronized but you will be able to use it from the application's interface.

Why has my recurring task changed to a non-recurring one on my Google account?

Google unfortunately doesn't support recurring tasks, the information about recurrence is saved locally in IceWarp Desktop Client. If you remove and add your account again this information is lost, because the local data has been cleared and the newly synchronized data from the server does not contain the recurrence information.

Why can't I see my subfolders when I synchronize my Yahoo account?

If you're wondering why the subfolders under your Yahoo account disappear each time you restart IceWarp Desktop Client, here's the explanation: some Yahoo servers unfortunately do not support subfolders at all.

Why is there a constant certificate warning showing on start?

We have enhanced the IMAP certificate checks so this is an expected result. The problem arises because your certificate name does not match the host name. Please either use the correct certificate or match the server address found in your account settings (Menu > Tools > Accounts > the relevant account – IMAP tab – Host) with the one in the current certificate details.

If you are redirected on the server and the names can't match, you can also choose the possibility to connect with the current settings and remember this choice.

What is the difference between setting up a POP3 account in a separate folder tree instead of local folders?

When setting up a POP3 account using the automatic or manual account setup, you can choose between creating a separate folder tree in the left pane for your POP3 account, or you can have your items downloaded into the default Local folders tree. Both options will store your emails locally as POP3 accounts do not keep your items synchronized with the server and are only used to download new data. Having the account in the left pane will allow you to move the account in the list of your accounts, having it listed under Local folders will on the other hand reduce the number of listed account.

How can I configure a Skype account using IceWarp Desktop Client?

Microsoft has unfortunately decided to stop supporting Skype for 3rd party applications so this feature had to be removed from IceWarp Desktop Client. IceWarp Desktop Client does not provide VoIP functionality, but clicking on the phone number in the Contact section of the Sidebar (on the right side of the main IceWarp Desktop Client window) results in the standard call-to action, which should detect your default VoIP app and dial the number.



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