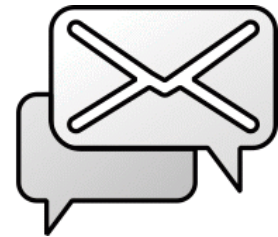

IceWarp Unified Communications

IceWarp Server Quick Start Guide

Version 12.1

IceWarp[®]



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Quick Start Guide

This document is intended to help first-time IceWarp Server users to get familiar with the IceWarp Server administration interface and basic features using the hands-on method of an initial software setup.

It will also showcase the extra benefits of using IceWarp Server over other – similar – products.

If you have not already read our **Installation Guide** for Windows, download it at the IceWarp website:

<https://www.icewarp.com/download-premise/guides/>, section "**Installation**". A specific installation guide is available for IceWarp Linux – **Installation and Control in Linux Guide**.

This document refers to IceWarp Server for Windows, however it can also be useful for Linux customers.

Latest revision of manuals is available on the IceWarp **website** <http://www.icewarp.com>, in the **Guides** section.

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Getting Started

This chapter describes essential steps needed to use IceWarp Server from its download to a full functionality.

Download

Download the IceWarp Server full setup package that contains everything necessary to run the product from <https://www.icewarp.com/download-premise/server/>.

Installation

To install IceWarp Server, run the installation file. For detailed information about server installation, refer to the **IceWarp Server Installation Guide**.

Wizard

To go through the server installation process step by step, refer to the **Installation Guide – Launch Installer Wizard** chapter.

Activation

For description of either online activation or offline one, refer to the **Installation Guide – License Registration** chapter.

Add Domain

To create a new domain, follow instructions in the **Create New Domain** (on page 18) chapter and the **Domains and Accounts – Management – Domains** one.

Network

To manage DNS records, use information in both the **Networking** (on page 6) and **DNS Records** (on page 16) chapter.

Add Users

Adding users is an essential domain operation. For description, refer to the **Create New User Account** (on page 20) chapter plus **Create Administrator Account** (on page 19) one. Find detailed GUI description in the **User Accounts** chapter.

Login to WebClient

The most significant IceWarp Server part from the user's point of view is IceWarp WebClient. Provide your users with a simple description of WebClient login process. Find it in the **Logging into IceWarp WebClient** chapter.

Useful Links

To enhance your server knowledge, you can use many additional sources:

Join the IceWarp Server Community and forums – <http://forum.icewarp.com/forum/>

Find the latest presentations and webinars – <http://www.youtube.com/icewarp>

If you are in any doubt or need assistance, ask IceWarp Support staff online – <https://www.icewarp.com/support/iw-license/>

Download related documents – <https://www.icewarp.com/download-premise/guides/> (use both **Server** and **Clients** tabs).

Requirements

Hardware

IceWarp Server can run well on fairly modest hardware.

For a basic service (a few hundred user accounts), a Pentium class processor and 4GB RAM will suffice.

If you plan to have thousands of users, or expect heavy traffic, you should consider a multi-CPU system with 16 GB RAM, and a fast disk sub-system (SAN, Fast iSCSI or DAS with 15k RPM SAS drives).

RAID is beneficial only if you require top data integrity or if configured to maximize disk I/O speed, RAID10 and RAID1 offer best disk read/write speeds (IOPS).

An fast external file server for data storage and backup is recommended for ISP-class installations.

More details at <https://www.icewarp.com/product/technical-specification/>.

Software

IceWarp Server installer is almost everything you need.

IceWarp Server runs on any server (starting 2008) or desktop (starting 2007) Windows OS.

Install and run IceWarp Server of the same bittness as your operating system is.

IceWarp WebClient will not work on the integrated webserver under Windows 2000/NT server as the required version of PHP is not available for NT4.

IceWarp Server uses either native or ODBC driver for database connectivity and direct connection for MySQL databases (faster). IceWarp Server always supports only official/stable releases of database engines:

- ships with the latest SQLite version
- supports MySQL 5.x via native driver
- supports Firebird 2.5 via native driver
- supports MS Access 2008 (not recommended), MS SQL 2005 – 2017, Oracle 18, Postgre SQL 10 and lower using ODBC.

IceWarp Server installs its own copy of PHP. If you already have PHP installed, the two versions can clash and IceWarp WebClient will not run. The work-around for this problem is simply to move the files php5ts.dll and/or php4ts.dll from the windows\system32 directory to the system32\inetsrv directory.

PHP libraries are distributed along with the integrated IceWarp Web Server and won't interfere with any other installation on the same computer.

Networking

LAN installation requires a working Ethernet connection with assigned static IP address and/or hostname.

WAN installation requires either a dial-up or permanent connection to the internet, a public (WAN) IP address and a hostname.

Your (or your ISP's) DNS server IP address is required for direct delivery of email to Internet locations.

You need to set your ISP's or company network DNS server's authoritative (A) and mail-exchange (MX) records to point to your server. Ask your connection provider to do this for you. The records may take up to 24 hours (or even 3 days) to propagate over the Internet, so ensure this in advance. The records look like this:

```
"mail server hostname" A "mail server IP address", e.g. mail.yourdomain.com A 193.179.128.218
```

```
"domain name" MX "mail server hostname" "priority number", e.g. yourdomain.com MX mail.yournewdomain.com 10
```

As you can see, the MX record indicates where your mail server receives mail from other servers (via port 25) and points to an A HOST, which points to your IceWarp Server's incoming IP.

Also consider adding an SPF record, which helps to avoid your email being marked as spam when sent from your IceWarp Server to other mail servers. Details can be found at <http://www.openspf.org/>, but in simple terms, we show you an example of an SPF record:

```
v=spf1 ip4:208.94.39.146 ip4:208.94.39.175 a:myhost.com a mx ptr ~all
```

Notice that we indicate a mail server outgoing IPs, A Hosts that can send mail as our domain. We also indicate to add the A record IP of our domain itself, the IP our MXs point to and our reverse DNS IP. The ~all at the end indicates remote servers will consider an SPF Soft fail in case an email comes from an IP other than ours. Which can make our emails be sent to spam folders at the recipient's server, but it really depends on the recipient server side's implementation for checking SPF. If using a hard fail – all, it can mean remote servers taking more drastic actions such as refusing our mail, if it doesn't come from one of the declared IPs.

Database Selection

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

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

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

Post-install:

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

TIP: See these step-by-step guides which help you migrate from SQLite database to MySQL database:

Windows: http://www-media.icewarp.com/pdf/Database_Migration_Windows.pdf

Linux: http://www-media.icewarp.com/pdf/Database_Migration_Linux.pdf

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

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

Supported Databases

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

- ships with SQLite3 3.7.9 native support
- supports MySQL 5.x via native driver (the latest STABLE version is recommended, 5.1 is absolute minimum)

- supports Firebird 2.1 via native driver
- supports MS SQL 2000/2005/2008/2012, Oracle 11, (using ODBC or unixODBC check version support with ODBC driver vendor)
- supports MariaDB (from version 10.0 for new installations)

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



NOTE: For MySQL and MariaDB databases, it is recommended to use the InnoDB engine (or XtraDb for MariaDB). It is NOT recommended to use the MyISAM engine.

*In such a case, you can use the **ALTER TABLE** command with the **ENGINE** parameter to switch to InnoDB. For detailed information, refer to the appropriate [MySQL web page](#).*

Collation and Charset

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

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

Database Installation

- Once the database software is installed, you need to create the following databases for use with IceWarp Server. (You can name these whatever you would like):
 - **Accounts** – this DB would contain all of the domains and accounts for the system.
 - **AntiSpam** – this one would hold all of the spam data for whitelisting, blacklisting, spam reports, and other anti-spam related items.
 - **GroupWare** – this one will hold all Contacts, Calendars, Files, Notes, Tasks and Journal information along with any shared data or public folders created.
- Database Connectivity – You can choose to use a native driver if the vendor supports this or an ODBC connection:
 - MySQL (native driver)
 - * Open **/php/php.ini** in IceWarp installation folder, copy the **extension=php_pdo_mysql.dll** line, create the **php.user.ini** file (within the same directory), insert the line into it and **uncomment** it. Now, it is not overwritten during upgrades. Within the **php.ini** file body, leave this line commented, but copy it, insert it into the **[IceWarp]** section at the end, uncomment it (only) here and save the file.
 - * Copy **mysql/bin/libmysql.dll** to **/windows/system32** folder (x86 systems), or to **/windows/syswow64** folder (x64 systems); when using 64bit database version, obtain the 32bit version of the **libmysql.dll** driver from [mysql.com](#).
 - MS SQL (ODBC driver) or MySQL (ODBC driver); (the later one is not recommended)
 - * Create the System DSN in **Control Panel – Administrative Tools – Data Sources (ODBC) – System DSN – Add**.
 - * If using a 64bit server and a 32bit database version, you will need to use the 32bit ODBC manager located in **%systemdrive%\Windows\SysWow64\Odbcad32.exe**

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

- Database Connections – You will need to attach IceWarp to the created databases. To do this use the [DB Settings] tab for the items listed below:

- Accounts – Open the console and go to **System – Storage – Accounts** and click **DB Settings** to specify the connection information and then test the connection, if it passes, press **Create Tables**. If there are no errors during table creation, proceed to the next database.
- Groupware – Open the console and go to **Groupware – General** and click **DB Settings** to specify the connection information and then test the connection, if it passes, press **Create Tables**. If there are no errors during table creation, proceed to the next database.
- AntiSpam – Open the console and go to **Anti-Spam – General** and click **DB Settings** to specify the connection information and then test the connection, if it passes, press **Create Tables**.
- Errors – Check **Status – Logs – Error** whether there are any problems with the database setup.

Installation Process

This chapter describes two possible installations:

- **New Installation**
- **Existing Installation Upgrade**

For a complete walk-through of the installation procedure, read the **IceWarp Server Installation Guide**, please.



NOTE: SQL logs are ON during all install/upgrade tasks.

New Installation

Installing IceWarp Server is a matter of downloading the setup installer and launching it. The installation wizard will ask you only if interaction is necessary.

Run Installation Wizard

Double-click the setup installer to start the installation wizard.

If you install IceWarp Server for the first time, you will be asked for registration details.

Choose the drive and folder where the software will be installed. This will be the IceWarp Server root folder. It is recommended that this folder is on your primary drive (usually C:). It does not have to reside under "Program Files", and you can also shorten the folder name, which can help save keystrokes in larger installations where the Command Line Tool may be used more often.

If you are re-installing or upgrading, you should be sure to point to the same directory as your previous installation, otherwise you may lose valuable information.

In the Component Selection window, you can un-check modules you do not wish to be installed. However, IceWarp Server will automatically adjust to your license in the moment you register the software.

License Retrieval/Evaluation

To evaluate the software, obtain a free trial version from <https://www.icewarp.com/download-premise/server/>. You will receive 30 days of fully working up to 200 users, feature-unlimited version. You will be alerted about the trial counting down each time you run the Administration Console.

If you do not register the software before expiration, you will be unable to change any settings in the Administration Console or WebAdmin, but the server will continue to run for another 30 days, then the services will be stopped.

At this point you will need to activate the software with a new license (trial extension or registered version) in order to return to a working state, retaining your original configuration and user data.

To register the software, open Administration Console, go to menu **Help – License...** and click the **Activate License** button.

1. While on the **Online Activation** tab, enter your assigned Order ID into the corresponding field (e.g. USA20091020-123456-12345678) and click **Activate License**.

NOTE: The on-line activation assumes you have a working Internet connection, including hostname resolution, and port 80 is not blocked by any software, such as a firewall. To test that it is the case, open your browser and access "licenseprocessor.icewarp.com". If it loads, check that your firewall (or Windows Firewall) allows HTTP access for the config.exe application.

Or

2. Switch to the **Enter License Offline** tab, click the **Enter License File** button and browse for the license.xml file you have previously downloaded from the purchase system website, or received as attachment to the confirmation e-mail upon completion of your order.



*NOTE: For the off-line activation it is crucial to have a license issued for the exact computer hardware where it is to be installed. If you are getting **Reference ID Mismatch** error, go back to <http://shop.icewarp.com/>, and use the **License Activation** option with your **Order ID** and the **Reference ID** displayed on the previous screen.*

Existing Installation Upgrade

If you are upgrading, it will stop and start services automatically to maximize availability.

Best Practices

Planning Upgrade

- search the context help and [knowledge base](#) for relevant up-to-date articles
- schedule downtime for server services
- optionally, have someone skilled available to handle possible issues or negotiate a managed upgrade with the IceWarp Support team
- upgrades from versions older than 9.4.2 should be performed in two phases – upgrade to 9.4.2 first and make sure your system is stable and working fine (let it run for few days), upgrade to the current (wished) version after

Prior Upgrade

- make a backup of all user settings via IceWarp Administration Console
- optionally, you can copy the whole installation directory without mails and logs
- dump or copy (SQLite) all databases (skip WebClient cache – its backup is optional)
- the goal is to be able to create the same server state as there is at the moment of backup
- delete session data from the `<install_dir>/php/temp/` directory; this step is optional, but should be done when upgrading between major versions
- if you are synchronizing accounts from LDAP/AD, set `c_system_adsyncmaxdeletethreshold` to **1** to prevent any losses of account data
- increase logging levels of SMTP, GroupWare, Control services to extended, make sure you log at least failed SQL queries and API
- any customizations made in the `php.ini` file should be noted, it is **strongly recommended** to create the `php.user.ini` file (read the `php.user.ini Advantages` chapter (*manual.chm – Shared Topics*) to learn more)

Upgrade

- on Linux, download and *untar* the installer tarball, stop all running IceWarp Server services, check that all services are really stopped and kill any running and then run **install.sh** located in the installer root folder
- on Windows, close the admin console (**config.exe**), execute the installer wizard (it must be executed with elevated privileges, the installer attempts to elevate itself), do not stop IceWarp Server services
- wait for the upgrade finish, do not terminate the process unless it is stuck. Upgrade process can take long time depending on data amount on server as well as on the server performance. Please, be patient as prematurely terminated upgrade leads to unpredictable behavior and serious issues.
- on Windows, it may be worthwhile to have task manager launched while running installation to see that all services are really stopped during the process

After Upgrade

- check error logs frequently
- check SQL logs for errors
- previously made customization to definition of tables in databases (enlarged column) can (in a very rare cases) lead to a problem with data being too long to fit the column. Alter problematic columns back as they were prior the upgrade – the installer is never shortening columns, but it may enlarge a column to a smaller size than the customization was.
- if applicable, set the `c_system_adsyncmaxdeletethreshold` property back to its original value
- try to create new event, send a test email
- ask users for feedback
- let the system run for few days with increased logging level for troubleshooting if required
- if suspecting a problem, but not sure, consult it with the IceWarp Support team – damaged or inconsistent database usually leads to rollback and data loss, the sooner such an issue is identified the better

SQLite Database

When server upgrade from version 10 to version 11 is performed (in the case you use a database as an account storage), the **D_IP** database column is converted from VARCHAR(16) to VARCHAR(46).

If you use the SQLite database, this conversion is not done (because of SQLite "liteness"). To workaround this, after server upgrade convert your account database into some other storage – other database or file system – and back to SQLite.



NOTE: Before converting back, delete tables within the original SQLite database.

If you want to convert from SQLite to SQLite, the back conversion is not necessary.

Server Upgrade to 64-bit Version

IceWarp Server – Upgrade to 64-bit Version – MSSQL

In the case you have obtained the **ODBC Warning**, follow these steps:

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

IceWarp Server – Upgrade to 64-bit Version – MySQL

In the case you have obtained the **MySQL Warning**, follow these steps:

1. Copy the **64-bit libmysql.dll** library to the **Windows/System32** folder.
2. Make sure there IS NOT the **32-bit libmysql.dll** library in the **Windows/System32** folder.
3. Make sure there IS the **32-bit libmysql.dll** library in the **Windows/SysWOW64** folder.
4. Continue the upgrade process.
5. Use the **IceWarp Server Administration Console** (*Database Settings – Test Connection* buttons) to test connections to all the databases (**Accounts, GroupWare, AntiSpam**).
6. If you use **MySQL** also for **IceWarp WebClient** cache and you are not able to log into IceWarp WebClient, copy the **32-bit libmysql.dll** library also to the **IceWarp/PHP** folder.

For more information and library download, refer to the IceWarp Support page: <https://www.icewarp.com/support/iw-license/>.

Administration Interfaces

The IceWarp Server interface (Administration GUI or Console) will be your primary way of making changes and adding accounts to IceWarp Server, at least in the short term.

The interface has been carefully designed to be intuitive and you will soon become comfortable with its layout and usage.

This section introduces the interface.

Overview

Most of the time you will use the IceWarp Server Console to manage your server.

Start – IceWarp Server – IceWarp Server Administration (config.exe in <InstallDirectory> root directory).

This runs locally on the server and its use is required for administration of certain features (Database settings, filesystem related, properties of Control service).

There are a couple of other ways to update IceWarp Server

- The Remote Administration Console (available from our website). Allows you to manage the server remotely.

Download the package.

Unpack the contents to any folder on your workstation.

When started, it will ask for connection and login details, then you will be able to work as if sitting by the server.

However, you will need to use some kind of remote access to the server (Terminal Services, pcAnywhere, VNC) and run the administration console locally when you need to set options that are grayed out.

TIP: You can run multiple instances of config.exe allowing you to compare settings on different machines.

- The WebAdmin interface

A web-based, installation-free interface for server management from any Internet-connected computer or device.

The new WebAdmin fully covers the domain administrator's agenda: creating and configuring user accounts, groups and mailing lists.

Use a standard web browser to access **<http://yourserver/admin>**

The old WebAdmin interface is still available and has the same options as the Remote Administration Console application.

Use a standard web browser to access **<http://yourserver/admin/old>**

Initially, login is only possible with a system administrator account, but you can also grant access to it for domain administrators, along with defined access rights.

- An advanced command line tool, called Tool.exe.

This is found in <InstallDirectory>\tool.exe.

For IceWarp Linux, run **`./tool.sh`** inside the **`opt/icewarp`** directory.

It is usually used to read or modify settings of a large set of objects, using IceWarp Server's API to directly access the IceWarp Email Server engine, e.g. to list what users have certain options set.

Run it without parameters for syntax and examples.

The Console Menu Bar

The **File** menu

contains commands related to saving and restoring configuration, you can also open any file and connect to or disconnect a remote server.

The **Accounts** menu

lets you manage accounts and domains, or show information related to a selected account. The same menu appears when you right-click user or domain listed under the **Management** node.

The **Bookmarks** menu

allows you to easily connect to remote servers. For detailed information, refer to the **IceWarp Server GUI Reference – Remote Server Administration – Bookmarks – Bookmarks Manager** chapter.

The **Options** menu

includes settings specific to the administration console with self-explanatory meaning. Here you can lock the console to be accessible only with administrator's login and password.

The **Help** menu

is where to go for additional information about the software.

The first few items open links to places of interest on our website.

The **Check for new version** option does just this and lets you start the download immediately.

Other items open **Help** topics, link to this **Quick Start** document and to **What's New** one from IceWarp website. **Export License** is for backup of your license, you will need it when upgrading. **Request Support** will take you to the e-support web page. **About** will tell you which version you are running.

Console Toolbar Customization

The Console toolbar can be customized to suit your working method.

Use **Options – Customize** toolbar to shape it as you like.

An intuitive dialog opens allowing you to add icons and "dividers" to your custom toolbar.

Saving Changes

You should be aware that settings are usually not saved "on-the-fly" while you are using the Console – this is to prevent accidental modification which could cause serious problems.

To save settings at any time just press the **Save** button above the settings pane of the console.



NOTE: If you switch to a different tab you will be prompted to save any changes you have made. This also happens if you close the console while changes are pending.

Languages

The administration interface is in English by default, but localization to national languages can be provided by your reseller.

A language specific, XML formatted, file is placed in the `<InstallDirectory>\xml\lang` directory, and this language will become available under the **Options – Languages** menu item.

Help

Press F1 anytime you are unsure or curious about what the particular option does and context-sensitive help will open just on the right page.

For further help:

- Printable documentation, in PDF format, is available on our website.
- On-line version of the manual may be useful. When you are in the WebAdmin, click the "?" icon in the WebAdmin toolbar.
- Share experience with others in user forum.
- Knowledge base can be accessed free of charge from menu **Help – Request Support**.

Getting Your IceWarp Server Online

Disable Demo Domain and Accounts

Before the server is taken on-line, do the following:

- Start the Administration Console.
- Choose the **Domains & Accounts – Management** node.
- Under the **Management** pane expand the *icewarpdemo.com* domain.
- Expand the **Users** list and select the *admin@icewarpdemo.com* account.
- Overwrite the password in the *Password* and *Confirm* fields (always use a strong password) and click *Save*.
- Repeat for accounts of *domainadmin@icewarpdemo.com* and *user@icewarpdemo.com*.



NOTE: As an alternate solution you could just delete the *icewarpdemo.com* domain, by right-clicking the domain under **Management** and choosing **Delete** from the context menu or select **Delete** from the **Accounts** menu.

Firewall and Routers

IceWarp Server should be located behind a hardware or at least software firewall.

The table below lists the default ports that need to be open for the basic services.

These are default port numbers, you can change them in **System – Services – General**, within a dialog which opens by double-clicking the service or selecting the service from the list and clicking the **Properties** button.

Here you can locate port numbers for any additional services that are started.

Port to be Opened	Protocol	Module(s)
25, 587	SMTP	SMTP
465	SMTP (SSL)	SMTP
21	FTP	Control
990	FTP (SSL)	Control

80, 32000	HTTP	Control
443	HTTP (SSL)	Control
110	POP3	POP3
995	POP3 (SSL)	POP3
143	IMAP	POP3
993	IMAP (SSL)	POP3
5222	Jabber	IM
5223	Jabber (SSL)	IM
5229	GroupWare	GW
5060	VoIP	IM
5061	VoIP (SSL)	IM
10000 – 10255 UDP	VoIP stream	IM
1080	SOCKS	Control
161	SNMP	Control
389	LDAP	Control
636	LDAP (SSL)	Control
4069	Minger	Control
4070	Minger (SSL)	Control

Ensure that your server is reachable from the outside world. If it has a static IP address, this must be allowed on firewall.

Ping it from another computer.

Try tracert if ping is disabled by network settings.

Try accessing <http://www.whatismyip.com/> from the server. Your IP address is displayed.

Telnet localhost 25 inside the server to see if you can connect to IceWarp Server SMTP (or to specific IP if IceWarp Server is binded in System/Services, double click the protocol). Also try telnet outside of the server, to be sure remote mail servers will be able to connect to your server. If localhost does not work, try 127.0.0.1 or your NAT IP, as this may depend on HOSTs file mapping.

Dial-up Access

IceWarp Server can run via dial-up access, although you should not do this if IceWarp Server is to be a fully-featured email server. IceWarp Server needs to be contactable by any mail server that wants to send to your domain, and should therefore be permanently connected to Internet.

Having said that, however, IceWarp Server can be used as an email collector only and for this purpose a dial-up connection may suffice.

If you have dial-up access, you should already have your Internet connection defined in Windows, and you now need to tell IceWarp Server

From the IceWarp Server Console:

- Navigate to System – Internet connection.
- Choose the Dial-up connection radio button.
- Click the Dial-up Settings button.
- Select your connection from the drop-down list.
- Enter your login and password details, and any connection options required by your Service Provider.

- Click Apply.
- Click Connect Now if you wish IceWarp Server to connect immediately.



NOTE: You can also set up a global schedule for connecting to the internet, and individual schedules for domains. See the documentation for more information.

DNS Records

To check that your DNS "A" and "MX" records are correctly setup, run the **DNS Tool** supplied with IceWarp Server:

System – Connection – General – DNS Tool button

And use the following to sets of settings to verify your records:

"A" Record Test

The DNS "A" record (or Address record) maps your domain name to your IP address.

Query: mail.yourserver.com
Type: Host address (A)
DNS: your DNS server's IP address
DNS Timeout: 5 seconds
Click Lookup.

The IP address of your IceWarp Server should be displayed.

"MX" Record Test

The DNS "MX" record (or Mail Exchange record) tells mail clients the hostname they should connect to to deliver mail:

Query: yourserver.com
Type: Mail exchange (MX)
DNS: your DNS server's IP address
DNS Timeout: 5 seconds
Click Lookup.

Your IceWarp Server hostname should appear in the list.



TIP: Other tools such as command line commands, *nslookup* or *dig* (Linux) may also be used for querying DNS servers.

Problems with DNS

Problems are mostly caused by a firewall or router blocking the connection, or your DNS server not being reachable or configured incorrectly. The following steps may help you diagnose the problem

- Review your settings, contact your ISP or network administrator and try again.
- In the Administration Console, choose System – Connection, and
 1. Check that the DNS Server field lists the DNS Server IP address you used to test the connection earlier.
 2. You can enter additional DNS Server IP addresses, delimited with a semicolon.
 3. Click the Test DNS button to test the functionality of the servers you specified.

Setup the SMTP Service

The SMTP service is the service that sends emails to other email servers on Internet.

In the IceWarp Server console, choose **Mail – General**.

- Select the **Delivery** tab
- Enter Your IceWarp Server's hostname with the correct value into the *Public Hostname* field.
- Select *Use DNS lookup* for direct delivery of outbound messages.
- Check the *Use relay server* option **only** if you want to send messages using your ISPs (or another) mail server to send messages.

Enter authentication details to the server with the following syntax (if you authenticate with a full email on the remote SMTP server): *username@domain.com:password@ISPhostname*

If authenticating only with a username: *username:password@ISPhostname*

- In **System – Service**, check that SMTP service is running.
If not, select the service from the list and click the *Start* button in the bottom, or right-click the service and choose *Start* from the context menu.
If it does not start, it may be conflicting with another service running on its default port 25, typically Microsoft Messaging Server. You can stop the IceWarp Server – SMTP service and telnet localhost 25 to check whether anything else responds, so you can stop that respective service.
Stop the service that is blocking the port.

Basic Security Recommendations

Above and beyond the standard network security for your online server, you should also check that your server is not open to abuse from spammers.

The following items are essential:

- POP before SMTP – in the **Mail – Security** node – General tab (Ideally this option should be disabled)
- Ideally define the *Send out messages limit (# per day)* limit per user, so that if an account gets abused, your servers does not send more than that number of emails, possibly avoiding getting blacklisted etc. Within the **Limits** tab of each domain, in the console account management, setting *Send out messages limit (# per day)*, in the **Users** section of that tab, means each user can send out that number of messages per day. Limits defined on the user's limit tab have prevalence over the ones set for users on the domain level.
- In **Mail – Security – General – Trusted IPs & Hosts**, it is ideal to keep just 127.0.0.1 and the mail server's IP. IPs defined here can relay using your IceWarp Server without any limit, such as the ones mentioned in the previous item. If you have systems that send out mail (relay) using your IceWarp Server, it is ideal to create an account with a certain messages out per day limit and make your system to authenticate SMTP. If it is required for that system to send mail out without authenticating, then you have to add the IP here.
- As antispam is so complex topic, it is out of this guide scope. For detailed information, refer to the **AntiSpam Reference** file.
- Consider implementing this script to monitor your email queues (inbound, outbound, retry), as usually the retry queue grows significantly in case of SMTP abuse. Script: <http://forum.icewarp.com/forum/content.php?231-smtp-spam-queue-monitoring>

Advanced Security Recommendations

Security – DNS Tab

Use DNSBL (DNS blackhole list):

zen.spamhaus.org (combined list)

bl.spamcop.org

bl.barracudacentral.org (requires registration at www.barracudacentral.org)

dul.dhsbl.sorbs.net (dial-up list)

Reject if originator's IP has no rDNS

Reject if originator's domain does not exist (has no A record)

Security – Intrusion Prevention Tab

Check Active.

Block IP address that...

gets denied for relaying

establishes number of connections in 1 minute: 6

exceeds RSET session count: 5

gets listed on DNSBL

Amount of time for IP address to be blocked (Min): 30

Close blocked connections

SECURITY – ADVANCED tab

Reject if SMTP different from Sender and Require EHLO/HELO are usually enabled.

Server Diagnostics

In the System – Services node there is a Server Diagnostics button which will perform a series of tests and report the results.

Click Server Diagnostics, the following tests are performed:

- DNS server availability and address resolution.
- Primary domain MX record is configured properly.
- Internet connectivity by accessing the IceWarp **website** <http://www.icewarp.com>.
- Tests connectivity to IceWarp's licensing server.
- Internet (SMTP, POP3 and Control) services running.
- SMTP message transfer, by sending a test message to the administrator defined in the primary top (the one at the very top in the console).

All tests should be successful.

Any failing test should be investigated.

Creating Domains and Accounts

Create New Domain

IceWarp Server is capable of supporting multiple domains, to create a new one, use the following procedure:

- Select *Accounts – Create New – Domain* from the **Main** menu.
- Enter the new domain name.
- Enter a short description.
- Select *Type – Standard*.

- Specify an email address for the Domain Administrator account, which will be used by the system for notification emails and system reports.
- Click *Save*.

Your new domain is now created and ready for use. See the **Domains and Accounts Reference** manual for more information.

Primary Domain

IceWarp Server supports multiple domains, but one of them must be set to be the primary domain, all the other are secondary domains.

Functionally, there is no difference between a primary and a secondary domains, but the primary domain administrator email address is used for sending any system notifications or reports.

With the default installation, the demo domain is the primary domain, but this can be easily changed by:

- Select **Domains & Accounts – Management** node.
- Select the domain you want to make primary one.
- Select **Account – Set as primary**.

or

- Right click and select *Set as primary*.
- You have now set your primary domain.

TIPS



Your primary domain's administrator email address is used by IceWarp Server to send system notifications or reports. It is recommended that a second address is specified, that is remote from this IceWarp Server, so problem reports can be received externally.

The primary domain is always listed first in the Management pane, other domains are then listed alphabetically.

Mail sent to a user created in primary domain does not have to include the domain name part of email address.

If demo domain (icewarpdemo.com) exists, it is set as primary by default. You should remedy this.

Dial-up Access to ISPs Mailboxes

If you want to collect all email addressed to your domain name from a 'catch-all' POP3 account at your ISP, you will need to setup one extra domain of **Type**: ETRN/ATRN.

(Remote accounts can be a great way also since you can setup remote accounts to fetch mail from your ISP (and keep x days of email at the ISP). If your IceWarp Server is down, you can access emails via ISP.)

In the **Value** field of the domain, enter the IP address of your server if it is static, or leave it blank for a dynamic IP.

Create one user account in this domain to allow the collecting server to log in.

The username and password must match the login username and password for your ISP's POP3 account.

Under this user's properties, switch to the **Options** tab and tick the ETRN/ATRN account option.

Create Administrator Account

There are three types of user account **Permissions**: Administrator, Domain Administrator, and Standard.

Administrator accounts (with red icons) have access to modify **all** server settings for **all** domains within your IceWarp Server. They can create, modify and delete domains and accounts. They can create further Administrator accounts. Administrator accounts are assigned a red icons in the accounts list for easy identification.

Domain Administrator accounts (with blue icons) can modify server settings for the domain they belong to. A domain administrator for one domain can also be set as a domain administrator for another domain.

Standard users have black icons and only have access to some of their own account settings.

To set up your administrator account.

- In the Administration Console, select the **Domains & Accounts – Management** node.
- Select the domain you wish to add the account to.
- Select **Accounts – Create new – User** from the main menu. The settings pane will reset to default settings.
- Enter one or more aliases, separated by semi-colons. Be aware that some default administrator aliases are created for the domain when you define it, you do not need to repeat these here, but one alias is required here.
- Fill in all other details as necessary (press F1 for context sensitive help at any time).
- Move to the **Options** tab and select **Administrator or Domain Administrator** from the **Permissions** drop down menu.
- Click **Save**, and your administrator account is set up.
- Finally, select the domain and make sure that the new administrator address is set in the **Administrator – Email** field.

Create New User Account

Creating a new user account is the same process as described in **Create Administrator Account**, except that you choose **Standard** from the **Permissions** drop-down box.

Email Client Setup

Follow these guidelines to set up an email client (MS Outlook, Pegasus, IceWarp Desktop Client, Thunderbird, etc.).

- Outgoing server – your IceWarp Server hostname.
- Incoming server – your IceWarp Server hostname.
- User **Name** – the user account **Username**.
NOTE: You can set IceWarp Server to require the full email address as a user name (in Domains & Accounts – Policies – Login Policy – Login Settings).
- Server **Type** – select POP3 or IMAP as you prefer. POP3 downloads messages to your client for reading whereas IMAP requires a direct connection to the server.
POP3 downloads message to your client for off-line reading (suited for dial-up connection), whereas IMAP keeps messages on the server including sent items and multiple folders (suited for permanent connection).
Be aware that this setting should match the **Mailbox – Type** you chose for a user.
- SMTP Authentication (enabled by default, can be disabled via API).. If you have **POP before SMTP** unchecked, client will authenticate with username and password (same as for POP3). This is the recommended setting.

IceWarp Server Overview

IceWarp® Server is the ultimate unified communication solution. It is extremely robust, fully-featured, and easy to use.

Since it first hit the market 12 years ago, it has evolved into a premium messaging and collaboration platform that provides a full range of services:

- secure email service with integrated antivirus and multi-layer antispam
- webclient access
- GroupWare with Outlook Sync plug-in
- instant messaging
- VoIP server / Online Conferencing system
- IceWarp Web Server
- FTP
- SyncML
- SMS gateway
- CalDAV server
- integrated log analyzer
- mobile access using SyncML and ActiveSync
- high-performance, resource aware, and easily scalable engine
- flexibility of settings
- field-proven compatibility
- extensible features for system integration
- online conferencing

IceWarp Server is easily the best choice for a wide range of environments – offices and schools, corporations and industries, right up to the most demanding installations at ISPs and service hosting providers.

To date, it has been adopted in more than 90 thousand installations and is servicing millions of end users world-wide.

IceWarp Server Highlights

IceWarp Server offers an unparalleled set of features, designed to meet the requirements of all deployment scenarios:

- SMTP / POP3 / IMAPv4 / HTTP / LDAP / Jabber / Proxy / SNMP and SIP protocols with SSL/TLS encryption
- IPv6 ready
- advanced security through extensive password, protocol and usage policies, intrusion prevention and certificate management
- SyncML, ActiveSync, WebDAV, CalDAV, vCal, vCard, vFreeBusy compatible
- clustering, load-balancing, distributed services
- ODBC database storage for accounts, logs, and operational data, direct connecting for MySQL databases (faster)
- service and system monitoring, detailed logging, log rotation, syslog server support, traffic statistics and charts
- multi-threaded engines, multi-CPU system support, filesystem optimizations, enhanced memory architecture, DNS caching
- zero downtime server migration and database migration tools
- integrated archive and backup tools, task scheduler, tunnelling frontend

From a standalone mail server engine to the all-inclusive Enterprise Suite, licensing is flexible enough to meet every budget and user base and keep up with your needs as you grow.

Starting from 10 user accounts with unlimited domains and one year of upgrades and support, the license can be upgraded at any time to allow more accounts and fitted with any of the available modules, along with the option for one year of free software updates and upgrades (with possibility to extend this time).

Starting from 25 user version, it can be used as a high performance spam and virus filtering gateway for Microsoft Exchange or other mail server, enhancing the reliability and security of the service. Search FAQs at <https://www.icewarp.com/support/iw-license/> for **Exchange Gateway** to get more details.

Before Contacting Support

Here is a checklist you can use to ensure that basic settings are correct:

- Review TCP/IP settings.
Ping your mail server. If you get any packet loss, the problem may lie within your network.
- Telnet your server at port 25.
You need to have telnet access enabled for this test. If you are able to ping but not telnet, the problem may be with your firewall.
- Review client settings.
- Check firewall settings.
- Check DNS resolution.
Ping your DNS servers from your IceWarp Server (do you get any packet loss)?
DNS server response time is crucial for processing heavy email traffic. And maybe choose a different server or add another one to the list in case the first one timed out.
Use the supplied **dnsquery.exe** tool to test it as described earlier.
Try using another DNS server, just google for "public DNS server".
- Check server diagnostics:
Services node – **Server Diagnostics** button
- Check licensing:
Help menu – **Licenses**
- Check logs:
Status – **Logs**, look in the **Error** log, **SMTP** log, **Web/Control** log, **POP3** log
- Restart services.
- Restart the server.
- Disable additional features that might be incorrectly configured, one by one to attempt to isolate a cause.
- Uncheck **Active** in these tabs:

Rules – Content Filters

IceWarp Anti-Spam – Greylisting

- **Mail Service** – **Security** – **DNS** – **Use DNSBL**
- Check disk:
Use **chkdsk c: /f** to check your disk for possible bad sectors and repair them.

Technical Support

- in Console main menu, click **Help** – **Request support**
- visit <https://www.icewarp.com/support/iw-license/>, login or register if you do not have a username yet
- email support@icewarp.com (preferably in plain text)

Keep the first support request concise. Supply the required details like **Order ID**, country and which version you are running.

Our engineers will typically ask for two things, so have them prepared or ready to send on request:

- steps to reproduce the problem (or under what circumstances the error exhibits)
- relevant part of log (you may need to turn the logging on first and reproduce the problem to obtain the log