
IceWarp Unified Communications

IceWarp WebClient Administration Guide

Version 12



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WebClient Administration

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Overview

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

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

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

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

Supported browsers:

- Mozilla Firefox 7 and higher
- Apple Safari 3 and higher
- Opera 10 and higher

NOTE: Users need to enable *Allow scripts to detect context menu events* in Tools – Preferences – Advanced – Content – Javascript Options...

- Microsoft Internet Explorer 8 and higher
- Google Chrome 4 and higher

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

http://server/webmail/basic

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

http://server/webmail/pda

General Server Principles

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

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

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

Administration Options

IceWarp Server Administration Console

The IceWarp Server Administration GUI offers some configuration options under the **GroupWare –WebClient** node. To learn more, refer to the **GroupWare** guide – **WebClient** section for details, or press F1 in the console.


Options in IceWarp WebClient Menu

Administrator accounts have access to many extra options in IceWarp WebClient.



*NOTE: This section explains only some of the options, as most of them are either self-explanatory or correspond with user options described within the **IceWarp WebClient User Guide**.*

When you login with the administrator type of account (or domain administrator type of account) into WebClient, you will be able to access **Administration Options**(within the **Icon** menu). This section gives you various possibilities depending on whether you are logging on as an administrator or a domain administrator, and if you have chosen to log into Desktop or Tablet interface. Desktop interface gives you the most possibilities and can be accessed via the **Icon** menu (under the user's photo (silhouette)).

In the Tablet interface the menu can be viewed by clicking the *Settings* icon – . Make your selection in the dropdown menu and click the *Administrate* button. Selecting *Administration Options* lets you configure global settings. Selecting a particular domain lets you customize the settings for this domain (which has been previously setup as a virtual host).

Layout

General layout settings

Date format

Time format

Item list count

Show text instead of icons in toolbar ☐

Use high contrast skin ☐

Mail

General mail settings

☒ Move deleted messages to trash folder

☐ Delete messages on "Empty Folder" action permanently

☐ Automatically add message recipients to Address Book

☒ Group Subject prefixes (e.g. Re[4], Fw[2])

☐ Automatically display attached images

☐ Automatically display external images

☐ Use Reply Prefix (>)



*NOTE: Administration Options in the Tablet interface are for the most part synchronized with the eponymous settings found in Desktop interface. In few cases they are independent, to allow different settings for Desktop and Tablet. One such notable exception is the Message Format (HTML/Plain text) setting on the **Compose** tab. Others are listed under the <basic> tag of the **/config/_webmail/settings.xml** file. Very few of these settings are specific only to the Mobile interface, such as the accessibility mode (Use high contrast skin). Many settings exist only in Desktop and have no counterpart in the Tablet administration.*


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

This can be done for most options.


There are two levels of configuration:





- **Server administrator** settings where a "full" administrator can enforce some configuration to all users.
- **Domain administrator** settings where a domain administrator can enforce some configuration to his/her domain users – if a server administrator does not restrict them from doing so.


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





Jerry
icewarpdemo.cz


 My Details


-  Options
-  Administrator Options
-  Mobile Devices
-  Help

 Switch to Tablet Interface


 WebAdmin





 Switch to Old Interface


 Logout




Mike icewarpdemo.cz

 My Details

-  Options
-  Domain Options
-  Mobile Devices
-  Help

 Switch to Old Interface

 Logout

Forcing Options on Other Users

Server Administrator

<p>General</p> <hr/> <p>Mail Compose</p> <hr/> <p>Groups</p> <hr/> <p>Signature</p>	<p>Default flag Red flag</p> <p>Forward messages Inline</p> <p><input checked="" type="checkbox"/> Enable sound notification</p> <p><input checked="" type="checkbox"/> Check for new emails every (Minutes) 5</p> <p><input checked="" type="checkbox"/> Save draft messages every (Minutes) 5</p> <p><input type="checkbox"/> Delete Trash emails older than (Days) 30</p> <p><input checked="" type="checkbox"/> Move deleted messages to Trash folder</p> <p><input type="checkbox"/> Delete messages on Empty Folder action</p> <p><input type="checkbox"/> Automatically display external inline images</p> <p><input type="checkbox"/> Automatically preview attached images</p> <p><input checked="" type="checkbox"/> Group Subject prefixes (e.g. Re[4], Fw[2])</p> <p><input type="checkbox"/> Use Reply prefix (>)</p> <p><input type="checkbox"/> Bounce back messages for failed recipients</p>	<div><input type="checkbox"/> <input type="checkbox"/></div> <div><input type="checkbox"/> <input type="checkbox"/></div> <div><input type="checkbox"/> <input type="checkbox"/></div> <div><input type="checkbox"/> <input type="checkbox"/></div> <div><input type="checkbox"/> <input type="checkbox"/></div> <div><input type="checkbox"/> <input type="checkbox"/></div> <div><input type="checkbox"/> <input type="checkbox"/></div> <div><input type="checkbox"/> <input type="checkbox"/></div> <div><input checked="" type="checkbox"/> <input checked="" type="checkbox"/></div> <div><input type="checkbox"/> <input type="checkbox"/></div> <div><input type="checkbox"/> <input checked="" type="checkbox"/></div>
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The column of red check-boxes forces options for domain administrator **and** users.

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

The left hand column of check-boxes shows the options as they affect your own account. Do not forget to check these boxes.



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

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

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



WARNING: If the **Bounce back messages for failed recipients** option is enabled (**Admin Options – Mail – General**), you cannot use the **Dedupe email messages** feature (the **Mail Service – General** node – **Advanced** tab – **SMTP** section). As a result of enabling of both options, users would receive duplicated messages.

Domain Administrator

General	Default flag	Red flag	<input type="checkbox"/>
Mail Compose	Forward messages	Inline	<input type="checkbox"/>
Groups	<input checked="" type="checkbox"/> Enable sound notification		<input type="checkbox"/>
Signature	<input checked="" type="checkbox"/> Check for new emails every (Minutes)	5	<input type="checkbox"/>
	<input checked="" type="checkbox"/> Save draft messages every (Minutes)	5	<input type="checkbox"/>
	<input type="checkbox"/> Delete Trash emails older than (Days)	30	<input type="checkbox"/>
	<input checked="" type="checkbox"/> Move deleted messages to Trash folder		<input type="checkbox"/>
	<input type="checkbox"/> Delete messages on Empty Folder action		<input type="checkbox"/>
	<input type="checkbox"/> Automatically display external inline images		<input type="checkbox"/>
	<input type="checkbox"/> Automatically preview attached images		<input type="checkbox"/>
	<input checked="" type="checkbox"/> Group Subject prefixes (e.g. Re[4], Fw[2])		<input checked="" type="checkbox"/>
	<input type="checkbox"/> Use Reply prefix (>)		<input type="checkbox"/>
	<input type="checkbox"/> Bounce back messages for failed recipients		<input checked="" type="checkbox"/>

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

The left hand column of check-boxes shows the options as they affect your own account. Do not forget to check these boxes.

Field	Description
Default Flag	Use the drop-down to select the color of the flag you would like as your default. When you click on the flag icon next to a message it is automatically flagged with this default

	color.
Forward messages	<p>Use the drop-down to choose how you would like forwarded messages to be handled.</p> <ul style="list-style-type: none"> ▪ Inline – the original message will appear as part of your forwarded message (you can still add your own message to it). ▪ As attachment – the original message will be packaged in a file and attached to your message. The file type is .eml, which is readable by most email clients.
Enable sound notification	Check this box and a sound will be played when a new message is received, notifying you of the event.
Check for new emails every (Minutes)	<p>Check this box to have IceWarp WebClient automatically check for new messages. Enter a number in the textbox to specify how often this check should occur.</p> <p>An interval of 5 minutes is usually frequent enough for most peoples needs. Entering too short a time interval may put unnecessary resource strain on your mail provider's server(s). Remember, you can always click on Get new in the menu bar if you are waiting for an urgent message.</p>
Save draft messages every (Minutes)	<p>Check this box and any message you in the process of creating will be saved at the interval you specify in the text box.</p> <p>This can be extremely useful if you are using an unstable connection to access and reply to your messages. Messages are saved to the Drafts folder.</p>
Delete Trash messages older then (Days)	<p>Check this box and all messages in your Trash folder older than the number of days you specify in the text box will be permanently deleted.</p> <p><i>NOTE: This option is directly affected by the next setting. If you select to Move deleted messages to Trash folder, you should use this option.</i></p> <p><i>It can also be affected by Folder Mapping as you can specify a different folder to be your Trash folder!</i></p>
Move deleted messages to Trash folder	<p>If you check this option, any messages you delete (using the Del keyboard shortcut, the Delete menu bar item or the right-click context-sensitive menu) will be moved to the Trash folder rather than actually be deleted. Used in conjunction with the previous option this can give you a "window of opportunity" during which you could retrieve an accidentally deleted message.</p> <p>Remember that the actual location of the Trash folder can be affected by Folder Mapping.</p>
Delete messages on Empty Folder action	<p>This option overrides the effect of the Move deleted messages Trash folder option above – when you use the right-click context-sensitive menu and select Empty Folder.</p> <p>If this option is checked, all items in a folder will be deleted rather than moved to the Trash folder.</p>
Automatically display external inline images	Check this box if you want to have automatically shown external images that are inserted into email bodies using HTTP links.
Automatically display attached images	Checking this box tells IceWarp WebClient to display any attached image file(s) in the reading pane.
Group Subject prefixes (e. g. Re[4], Fw[2])	Check the box if you want to have these prefixes automatically added to messages Subject fields.
Use Reply prefix (>)	Check the box if you want to have these prefixes used in the email body.
Bounce back messages for failed recipients	<p>When sending an email message from WebClient to two or more recipients, (one of them is "local" and the message cannot be delivered to him/her (account does not exist, rejected by rules or limits, etc.) => message is not sent at all – neither to invalid recipients nor to valid ones.</p> <p>To bypass this, enable the option Bounce back messages for failed recipients. With this option, WebClient will send out all messages using "relay" format (<@127.0.0.1:recipient@domain.com>). This will ensure that a bounce back for a local user will be generated and the message will be delivered to remaining valid recipients.</p> <p><i>NOTE: In conjunction with the User can send mail to local domains only restriction</i></p>

	(Domains & Accounts – Management – <domain> – User – <user> – Options/Options), the user cannot send messages at all using IceWarp WebClient, because WebClient will try to send it using "relay". So do not use these options together.
--	---



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



NOTE: Other dialog features are not explained in detail here, as they are either mentioned in the following text (e.g. **Layout**) or described in the **IceWarp WebClient User Guide** (and/or self-explanatory and easy to understand).

Mail – Groups

This feature lets you define group email addresses that will be offered for the **From** field of the IceWarp WebClient email composer window. These addresses have to exist on your server. Addresses are offered only to the appropriate group members.



WARNING: The concerned users have to have the **Options – Mail – Signature –Advanced options –Enable** box ticked.

Field	Description
Add	Click the button to add a group. The Group dialog opens.
Edit	Select a group and click the button to edit this group settings. The Group dialog opens.
Remove	Select a group and click the button to remove this address.
Group	Enter the appropriate group email address.
Sent Folder	If you want to change a folder for sent emails, click the field and select the wished folder.

Mail – Signature

This tab allows you to create a default signature for all server/domain users. Users can still create and use other signatures.

Use the **Insert Variable** list to create an "adjustable" signature.

General

Mail Compose

Groups

Signature

B I U A-

Sans Serif ▾

2 ▾

Paragraph ▾

abc ✓

Insert Vari ▾

Best regards!

%fullname%

%email1%

Force Option



























✓

✓

Global Settings

General – Global Settings

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

Skin	Default	 
Skin style	Blue	 
Language	English	 
Initial Page	Inbox	 
Confirmation on exit	Message Composed	 
Desktop Notifications	Auto (background only)	 
Logout URL		 
Logout after inactivity (Minutes)	0	 
<input checked="" type="checkbox"/> Use HTTP Flash upload in SSL session		 
<input type="checkbox"/> Use compact interface		 
<input type="checkbox"/> Show Favorite folders		 
<input checked="" type="checkbox"/> Use Flash upload for attachments		 
<input checked="" type="checkbox"/> Use Open in Office when possible		 

Field	Description
Skin	See the Changing Skins and Banner chapters further for more information.

Logout URL	After logout, a user is directed to the specified URL. Optional.
Logout after inactivity (min)	Users are logged out after period of time specified here – in minutes. By default, there is no limit.
Use HTTP Flash upload in SSL session and Use Flash upload for attachments	See the Use HTTP Flash Upload in SSL Session chapter further for more information.
Use Open in Office when possible	Tick the box(es) if you want attachments (with the appropriate extensions) to be opened in MS Office (Open Office respectively) applications.

Changing Page Title

You can also define what will be written as the page title of all your IceWarp WebClient sites (**Administration Options – General – Login Screen**).

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



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

Changing Logo



IceWarp WebClient's logo is also changeable.

Just use the **Administrator Options** dialog – **General – Login Screen** tab – *Login logo – Upload* button. This logo is used for both Desktop and Tablet.

Changing Logo for WebClient Mobile and Apple (iPhone, iPod)

It is possible to change a logo also for WebClient Mobile and Apple.

The appropriate paths are:

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

The figure has to be named **logo-custom.jpg**. You can use also the .gif format: **logo-custom.gif**.

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



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

Changing Skins

You may want to use your own skin. To do it, you have to:

1. Create this skin. Create all files and folders needed – the **Default** skin can lead you.
(It is possible to copy other skin and change what you need.)
2. Place it to the <install_dir>\html\webmail\client\skins\ folder using some suitable folder name.
3. Into this folder, place the **name.dat** file that has to include the skin name in this format:

My Skin

(If in doubt, see the appropriate file within the Default skin.)

4. Add your skin as an item into the **skins.xml** file (also in the **skins/** folder).
5. Rename **build.safe** inside \html\webmail\ to **build.php**.
6. Execute the **build.php**.
7. In the **Skin** dropdown (**Administration Options dialog – General – Layout**), select your skin.



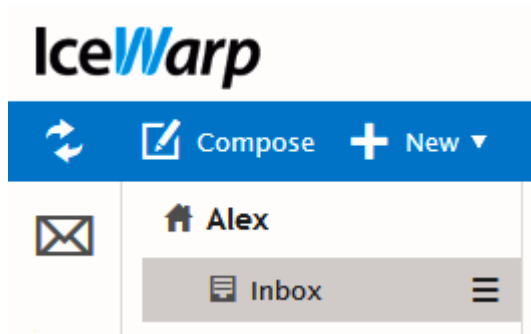
*The **Default** skin is always listed as the first one, other ones follow in the alphabetical order. (The list is generated dynamically.)*

It is also possible to select one of other skins:

- **bigger** – suitable for some non-latin scripts that need bigger characters to be readable
- **biggerrtl** – suitable for similar scripts that are written from right to left

Banner

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



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

- **banner_bg.gif** for a banner background
- **banner_logo.gif** for a logo/figure displayed here.

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

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

Use HTTP Flash Upload in SSL Session

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

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

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

There are the following scenarios:

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

Login Screen Design

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

Administrators can customize the help banner to work as advertisement banners (using the **banners.xml** file in their own skins).

External Login

External login allows you to embed WebClient login form to a web site or portal under IceWarp Server. The form is pure HTML and can run under any web server. Feel free to adopt it into ASP or PHP, but mind that this can have additional web server prerequisites beyond the scope of this guide.

The form path is: `<install_dir>/html/webmail/client/_external/external.html`

Use this document as an example, copy it into the desired place in your website's HTML code. Replace the placeholders in UPPERCASE with real values; if you do not want to use some option, you need to delete the whole line so that the placeholder is not used as a value. See the file comments for possible values and required items. Next, you can make other useful modifications such as to add input field labels. After unsuccessful login or any other error, the user will be redirected to `REFERER_URL`, where you can process the returned variable **eid** and output the corresponding error message e.g. localized or in the form of a simple pop-up as in the example.



NOTE: Configuration options are included in the comments of the file itself.

Default Settings and Cookies

You may want to define the default **settings.xml** and **cookies.xml** files that will be used (by default) for all newly created accounts. These files are to be placed within the **<install_dir>/config/_webmail/** directory.

If they are not there, follow these steps:

1. Create a new domain and a user within it.
2. Log into his/her WebClient and set all wished properties (**Options**) to create the **settings.xml** file.
3. Set other properties (e.g. sizes of tree and reading panes) to create the **cookies.xml** file.
4. Navigate into the **<install_dir>/mail/<domain>/<user>/~webmail/** folder.
5. Copy the files into the **<install_dir>/config/_webmail/** directory.
6. Edit both files – it is necessary to replace all occurrences of the user's email address with the **%%ACCOUNT_ID%%** variable.
7. Now, you can delete both the domain and user.

Forgotten Passwords Sending Option

Many times customers or users forgot their passwords.

Rather than reset passwords manually and send them their new one, IceWarp WebClient allows you to send them their actual password to their alternate email (if defined and enabled within **Administrator Options – General – Password Reset**).

Global Settings	<input checked="" type="checkbox"/> Enable Password Reset
Login Screen	Subject <input type="text" value="Password reset for account %EMAIL%"/>
Anti-Spam	<div><p>Hello %FULLNAME%,</p><p>Did you request a password reset for your account (%EMAIL%) in WebClient?</p><p>Click the link below (or copy and paste it to your browser) to confirm that this email address belongs to you.</p><p>%URL%</p><p>If you didn't make this request or have received this message in error, please ignore it.</p></div>
Password Reset	
Server	
Home Page	
Restrictions	
Dropbox	









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

Global Settings	HTTP port	80	
Login Screen	IMAP server	127.0.0.1	Port 143
Password Reset	SMTP server	127.0.0.1	Port 25
Server	XMPP server	127.0.0.1	Port 5222
Home Page	<input type="checkbox"/> Allow SSO Login only		
Restrictions	<input type="checkbox"/> Login with email address		
Dropbox	<input type="checkbox"/> Support national sorting of emails (collations) for MySQL		
	Logging level	Debug	
	Upload Limit (MB)	150	









































Field	Description
HTTP port IMAP server SMTP server XMPP server	<p>You can modify the connection to your IceWarp Server here.</p> <p>This only needs to be changed if you are using non-standard ports or your IceWarp Server is not bound to localhost IP address.</p>
Allow SSO Login only	<p>Tick the box if you want to force users to use only Single Sign-On login.</p>
Login with email address	<p>This option lets you modify the way users log in.</p> <p>Even if there is a username mode authentication set on IceWarp Server side, IceWarp WebClient can be set to require full email address login if this option is checked.</p> <p>NOTE: If the "global" method is set to use email address (<i>Domains and Accounts – Policies – Login Policy – Users login with their email address</i>), it applies to all services including WebClient. In spite of the fact, this feature is disabled here.</p>
Support national sorting of emails ...	<p>Tick this box if you want to use your national alphabet for email sorting. (This alphabet is included in a language file.)</p>
Logging level	<p>Set a logging level here:– the higher level, the higher volume of logs, of course.</p>
Upload Limit (MB)	<p>This table allows you to setup upload limit, so all uploaded files must be smaller then the size you setup.</p> <p>Server alter upload_max_filesize with the value from /config/_webmail/server.xml <upload_limit> in upload.php</p> <p>NOTE: After changing the <i>upload_limit</i> value, it takes some time for PHP to apply it (it can be changed in php.ini by modifying <i>user_ini.cache_ttl</i>, its default value is 300 seconds - 5 min).</p>

Home page

This tab allows you to enable/disable banner located on the home page and its details.

Global Settings <hr/> Login Screen <hr/> Password Reset <hr/> Server <hr/> Home Page <hr/>	<input checked="" type="checkbox"/> Enable Application Download Banner	 
	<input type="checkbox"/> Enable Banner Frame	 
	Banner URL <input type="text"/>	 
	Banner Height (px) <input type="text" value="60"/>	 

Restrictions

Global Settings <hr/> Login Screen <hr/> Password Reset <hr/> Server <hr/> Home Page <hr/> Restrictions <hr/> Dropbox <hr/>	<input checked="" type="checkbox"/> Disable Licenses Tab	 
	<input type="checkbox"/> Disable My Details editing	 
	<input type="checkbox"/> Disable My Account editing	 
	<input type="checkbox"/> Disable Password Change	 
	<input type="checkbox"/> Disable Other Accounts	 
	<input type="checkbox"/> Disable Aliases	 
	<input type="checkbox"/> Disable Redirect	 
	<input type="checkbox"/> Disable HTML/plain switch in compose window	 
	<input type="checkbox"/> Disable SmartAttach	 
	<input type="checkbox"/> Disable Attach from WebClient	 
	<input type="checkbox"/> Disable Search Folders	 
	<input type="checkbox"/> Disable Dropbox	 
	<input type="checkbox"/> Disable GroupWare Export	 
	<input type="checkbox"/> Disable WebPhone (internal VoIP client)	 
	<input type="checkbox"/> Disable Call Forwarding	 
	<input type="checkbox"/> Disable External VoIP	 
	<input type="checkbox"/> Disable WebChat	 
	<input type="checkbox"/> Disable SMS	 
	<input type="checkbox"/> Disable Rules	 
	<input type="checkbox"/> Disable Google Maps	 

This tab allows you to:

- Allow/deny the **Licenses** tab.
- Allow/deny editing of the **My Details** dialog. (When disabled, users cannot edit their account details. This helps to keep your wished style of GAL contacts.)
- Allow/deny editing of the **My Account** dialog.
- Allow/deny password changes.

- Allow/deny adding other accounts (**Tools – Accounts – Other**).
- Allow/deny using aliases.
- Allow/deny using email redirection. If denied, the **Redirect** menu item is not available.
- Allow/deny HTML / Plain switch in compose window.
- Allow/deny SmartAttach.
- Allow/deny attach from WebClient.
- Allow/deny Search Folders.
- Allow/deny using Dropbox service.
- Allow/deny export of groupware items.
- Allow/deny WebPhone
- Allow/deny Call Forwarding.
- Allow/deny external VoIP.
- Allow/deny WebChat.
- Allow/deny SMS.
- Allow/deny Rules.
- Allow/deny Google Maps.
- Show/hide the **Sort String** (**My Details** and **Contact** dialogs; only useful for those who do not use the Latin alphabet – this field is to be filled in with alpha-numerical characters).
- Show/hide *Alternate Email* – this field (**Options – Accounts – My Account**) allows sending and actual password to a user's alternate email.
- Show/hide sharing for anonymous account.
- Show/hide the **Forwarder** tab.
- Show/hide the *Keep emails in mailbox* feature (Forwarder).
- Show/hide the **Autoresponder** tab.
- Show/hide the **Anti-Spam** tab.
- Exclude/include GAL from/into auto-complete – if excluded, HAB contacts are not suggested when composing a new message – just contacts from a user's personal **Contacts** folder are displayed..
- Enable/disable remote wipe.
- Force users to enter contact information – if ticked, after the first login into WebClient, users are prompted to fill in their contact information.

You can set mandatory fields that are to be filled in:

Add the `<MANDATORY_CONTACT_FIELDS>Field1,Field2,Field3</MANDATORY_CONTACT_FIELDS>` tag into the `<install_dir>/config/_webmail/server.xml` file.

Field in vCard	Name in XML
Full name	NAME
Nickname	ITMNICKNAME
Company	ITMCOMPANY
Phone	PHONE1, PHONE2,
Email	EMAIL1, EMAIL2, EMAIL3
IM	IM1

- Enable/disable adding new aliases.
- Enable/disable private certificates (Private Certificates dialogue in user Options/Accounts).

- Enable/disable weather setting.
- Enable/disable specific folder types.

Time Zones

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

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

Syntax of the <TZOFFSET> tags is as follows:

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

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

where

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

Examples

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

```
<CALENDARING>
```

```
<STRINGS>
```

```
<DEFAULTFOLDERS>
```

```
<DEFAULT_INBOX>Prichozi</DEFAULT_INBOX>
```

```
<DEFAULT_CONTACTS>Kontakty</DEFAULT_CONTACTS>
```

```
<DEFAULT_FILES>Soubory</DEFAULT_FILES>
```

```
<DEFAULT_EVENTS>Udalosti</DEFAULT_EVENTS>
```

```
<DEFAULT_TASKS>Ukoly</DEFAULT_TASKS>
```

```
<DEFAULT_NOTES>Poznamky</DEFAULT_NOTES>
```

```
<DEFAULT_JOURNAL>Zurnal</DEFAULT_JOURNAL>
```

```
</DEFAULTFOLDERS>
```

```
<TZOFFSETS>
```

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

```
<TZOFFSET>;Pacific/Gambiera</TZOFFSET>
```

```
</TZOFFSETS>
```

```
</STRINGS>
```

```
</CALENDARING>
```

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

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

Appointment

General

Repeating

Schedule

Attachments

Title

Location

From

16/01/201

12:00

(GMT+01:00) Praha stověžatá

To

16/01/201

13:00

(GMT+01:00) Windhoek

Duration

0

Days

1:00

(GMT+01:00) Ceuta

(GMT+01:00) Praha stověžatá

(GMT+02:00) Damascus

(GMT+02:00) Athens, Bucharest, Ch

(GMT+02:00) Beirut, Istanbul, Nicos

(GMT+02:00) Gaza, Hebron

(GMT+02:00) Jerusalem

(GMT+02:00) Amman

(GMT+02:00) Blantyre, Bujumbura,

☐ Remind me

Minute(s)

be

Show as

Busy

Calendar

Calendar

Tags

+

✓ OK

✗ Cancel

☒

🔒

🖨



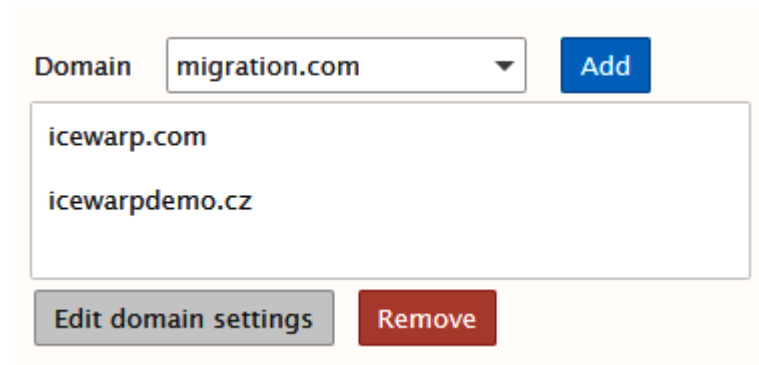
NOTE: All time zone changes will apply after the GroupWare module restart.

Domains Management

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

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

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



Each domain can be then configured to have its own login page, title and other custom configuration (use the *Edit domain settings* button – the **Domain Options (<domain>)** dialog opens). Domain administrators are allowed to modify domain options except for settings that are forced by full administrator (red force checkbox is checked).



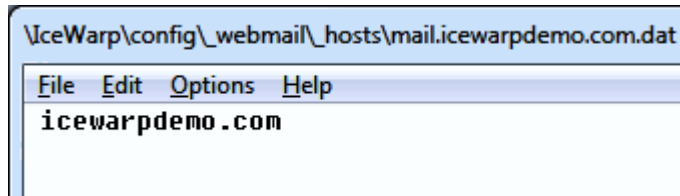
NOTE: To be able to manage settings of the selected domain, you have to set a hostname for this domain. See the **Hostname to Domain Mapping** chapter for more information.

Hostname to Domain Mapping

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

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

See an example below:



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

- Find the **mail.icewarppdemo.com.dat** file
- Read the file
- Use the Domain settings for **icewarppdemo.com** (i.e. use the Titles and Logo specified for **icewarppdemo.com**)

Primary Domain Autofill

When a user sends a message with only a user name in the **To** field, the IceWarp Server appends its primary domain. This behavior can be unwished because it can cause confusion.

In this case, edit the **server.xml** file (`<install_dir>\config_webmail\`) – the `<primary_domain_autofill>` variable.

- If the tag is not present or is [true, 1], it automatically appends `@<primary_domain>` to the recipient's name.
- If the tag is present and is [false, 0], it does not append `@<primary_domain>` to the recipient's name.

Dialling over Third Party SIP Server

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

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

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

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

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

Delayed Actions

This feature allows IceWarp Server to perform all actions done by a user in IceWarp WebClient (such as move to folder, copy to folder, delete, etc.) all together. These actions look like done in IceWarp WebClient but are not synchronized to the server before the **Get New** link is clicked (or the user logs out).

This feature shortens server response time and reduces server load.

In the case a user is using two email clients concurrently, the second client will show the changes after they are sent to the server.

How to Disable

The feature is enabled by default. To disable it, you have to edit the **server.xml** file (**IceWarp\config_webmail**). Add the following line:

```
<disable_delay>1</disable_delay>
```

Installing New Dictionary for IceWarp WebClient Spell Checker

IceWarp WebClient has a built-in spell checker based on Enchant library. Enchant is a free open source library that interfaces many spell checking dictionaries. IceWarp Server uses Hunspell dictionaries, which are the same like, for example, OpenOffice.org uses.

Dictionaries already come pre-installed, but an administrator can install new languages.

For installing a new language dictionary, go to <http://extensions.services.openoffice.org/dictionary/>, select dictionary you want and download the file.

You will download a file with the **.oxt** extension. The file is in fact a zip archive. Unzip it with a convenient tool, and copy files with the **.aff** and **.dic** extensions to **<InstallDirectory>\enchant\myspell**.

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

TIP: You can copy .aiff/.dic files directly from Desktop Client installation folder – \Dictionaries.

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

```
<InstallDirectory>\enchant\myspell
```

After installation, go through the following steps:

- Go to the **<InstallDirectory>\config_webmail** folder,
- here you can see the **spellchecker.xml** file,
- you have to edit this file, so open it in a text editor (notepad),
- add line with your newly installed dictionary between the **<item>** and **</item>** tags,
the line consists of the **<XY>name of language</XY>** tag, where XY is the language code of the dictionary (with optional region and variety, see the dictionary file in **/dict/pt_BR.multi** and use its filename, such as **pt_BR** in this case).

Example:

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

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

Priority	Normal ▼
Spell checker	English ▼
Text direction (HTML)	Czech
Font	Deutsch
Size	English
	Portuguese

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

Installing New Dictionary under Linux

You can download these dictionaries (free) from <http://extensions.services.openoffice.org/dictionary/>.

To install a dictionary, use the `./scripts/install_hunspell_dictionary.sh` script. Use the dictionary file name as a first command line parameter and required language ID as the second one.

Example of the command for the Czech dictionary installation:

```
[linux]# ./scripts/install_hunspell_dictionary.sh /home/user/dicts-cs-2.0.oxt cs_CZ
```



NOTE: You can use the steps for installing dictionary on Windows too.

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

`./config/_webmail/spellchecker.xml`

The record format is as follows:

```
<language_dictionary_id>Name_in_WebMail</language_dictionary_id>
```

Example:

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

```
<en>English</en>
```

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

```
<cs>Czech</cs>
```

Use similar records for other languages.



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

Miscellaneous

Dropbox Integration

It is possible to integrate Dropbox with IceWarp WebClient in order to enable users to insert links to their Dropbox files into email bodies.

To do so, follow these steps:

1. In the case you do not have a Dropbox account, proceed to the Dropbox web site (<https://www.dropbox.com/login>), click the **create an account** link and enter the information needed:



Create an account

(or [sign in](#))

Great!

☒ I agree to [Dropbox Terms](#)

Create account

NOTE: This account is used only for getting an API key and is not going to be used for storing files.

2. Within the left-hand menu, navigate to the **Drop-ins – Chooser** page.
Read the instructions – note the **Generic embed code (insert your app key)** field.
Click the **create a Drop-in app** link.
Select the **Drop-ins app – Chooser or Saver** option, enter your application name (any name works, unless already taken) and click the **Create app** button.
3. Use the Drop-ins domains field to add **all** host names (domains) your users will use to access WebClient from.
E. g. adding only *server.mycompany.com* would not work in the case, you also use *mail.mycompany.com* etc.



application name

[Developer home](#)
[App Console](#)
[Drop-ins](#)
[Datastore API](#)
[Sync API](#)
[Core API](#)
[Developer guide](#)
[Branding guide](#)
[Blog](#)
[Support](#)
[Settings](#)
[Details](#)

Status

Enabled

[Disable app](#)

Permission type

Drop-ins

App key

ylhiug36g3xjkff

Drop-ins domains

server.mycompany.com

mail.mycompany.com

[Add](#)

If using [Drop-ins](#) on a website, the domain of that site.

Copy the **App key** for use within WebClient administration.

4. Navigate to **WebClient – Administrator Options – General – Dropbox** tab and enter **App key** into the **Application Key** field.

This enables WebClient message composer window Dropbox icon – .

When enabled, clicking the icon opens the **Chooser** dialog where a WebClient user can enter their Dropbox credentials and consequently select their Dropbox file. Link to this file is inserted into the message body.

Create Account – List of Domains

Clicking the *Create an account* link (within the **Sign in** page brings a user to the **Sign up** page. Besides other fields, there is also the *Domain* list. It is possible to customize this list of domains. (If not customized, all system domains are listed.)

Sign up

icewarp.com

migration.com

kalamata.com

icewarpdemo.cz

W07SZF

Security code

SIGN UP

[Cancel](#)

To customize the list, do the following:

- Create the **signup.dat** file and place it into the **<install_dir>/config/_webmail/** folder
- insert the list of domains you want to have shown into the file – use one line for each domain.

Facebook Integration

In the case you want to show the Facebook LIKE feature on the IceWarp WebClient login page, specify URL of the page you want to like in administration settings (**Administrator Options – General – Login Screen**).

☐ Disable Facebook integration

There are these possibilities:

1. The *Disable Facebook integration* box ticked – the like button is not shown.
2. The *Disable Facebook integration* box not ticked and the *URL of page to like* is blank – the like button is shown, the default page (<https://www.facebook.com/IceWarpInc>) is set to be liked.
3. The *Disable Facebook integration* box not ticked and the page you want to be liked is filled into the *URL of page to like* field – the like button is shown and this page can be liked.

Signature Exporting Script

It is possible to synchronize signature(s) set within IceWarp WebClient into IceWarp Desktop Client. This is done by the **signature.php** file (**<icewarp_server_install_dir>/html/webmail/server/**). Signature synchronization has to be enabled within the IceWarp Desktop Client central administration.

IP-based Access Control to Self-signup

It is possible to restrict access to the WebClient self-signup function by a client IP address(es). Use the `<signup_ips>` `server.xml` file (`<install_dir>\config\webmail\`) variable. The appropriate syntax is as follows:

```
<signup_ips>IP1;IP2</signup_ips>
```

for example:

```
<signup_ips>127.0.0.1;192.168.4.68</signup_ips>
```

Use ; (semicolon) as a delimiter.

MS Office Document Preview

This feature allows preview of MS Office documents in WebClient directly (without it, you can preview only documents converted into PDF).

The feature is available only if "online documents service" is accessible from the machine where IceWarp Server is running.

In fact, the "online documents service" is the LibreOffice Server. It is developed by Colabora and sponsored by IceWarp. Only available builds are for 64-bit Debian.

The Libre Service is distributed as a pre-installed virtual machine. Three virtual machine engines are supported:

1. DOCKER (recommended for Linux)
2. VM Ware
3. Hyper-V

There are variety configuration options, but basically two simple rules apply:

- If DOCKER is used (virtual server runs locally), there is no need to setup the IP (Online Documents Server Connection), otherwise the IP of the virtual machine must be filled.
- Networking inside the virtual server must be able to connect to *webdav* on the IceWarp Server (the URL in **Smart Discover** settings must be accessible from within the virtual machine).

The web page dedicated to this topic contains:

- link to download the images
- description how to install the images
- description how to discover IP of the virtual machine



NOTE: WebDocuments setup guide with downloads is possible to find here:

<https://www.icewarp.com/support/webdocuments>.

Forcing Users to Fill Specific Contact Fields

You may want to force users to fill in some fields of their **My Details** dialogs. Just include the following tag into the `server.xml` file (`<install_dir>\config\webmail\`):

```
<MANDATORY_CONTACT_FIELDS>Field1,Field2,Field3</MANDATORY_CONTACT_FIELDS>
```

Field1, Field2, ..., FieldN correspond with columns in **ContactItem** (groupware DB).

E.g. `<MANDATORY_CONTACT_FIELDS>ItmTitle,ItmFirstName,ItmMiddleName</MANDATORY_CONTACT_FIELDS>`

Migration to IceWarp WebClient

Intended Audience

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

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

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

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

Nomenclature

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

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

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

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

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

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

Considerations

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

Licensing Requirements

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

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

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

GroupWare License

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

Database Storage

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

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

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

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

If you have not previously used the GroupWare module, you will need to setup the database engine for servers expecting more than 500 users.

SQLite is recommended for up to 500 users, MySQL or MS SQL for higher amounts.

Installation

Note for Linux Installations

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

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

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

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



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

Upgrade

It will be installed into its own directory **<InstallDirectory>\html\webmail**, ensuring it does not overwrite the previous version (located in the **html** folder in the IceWarp Server root).

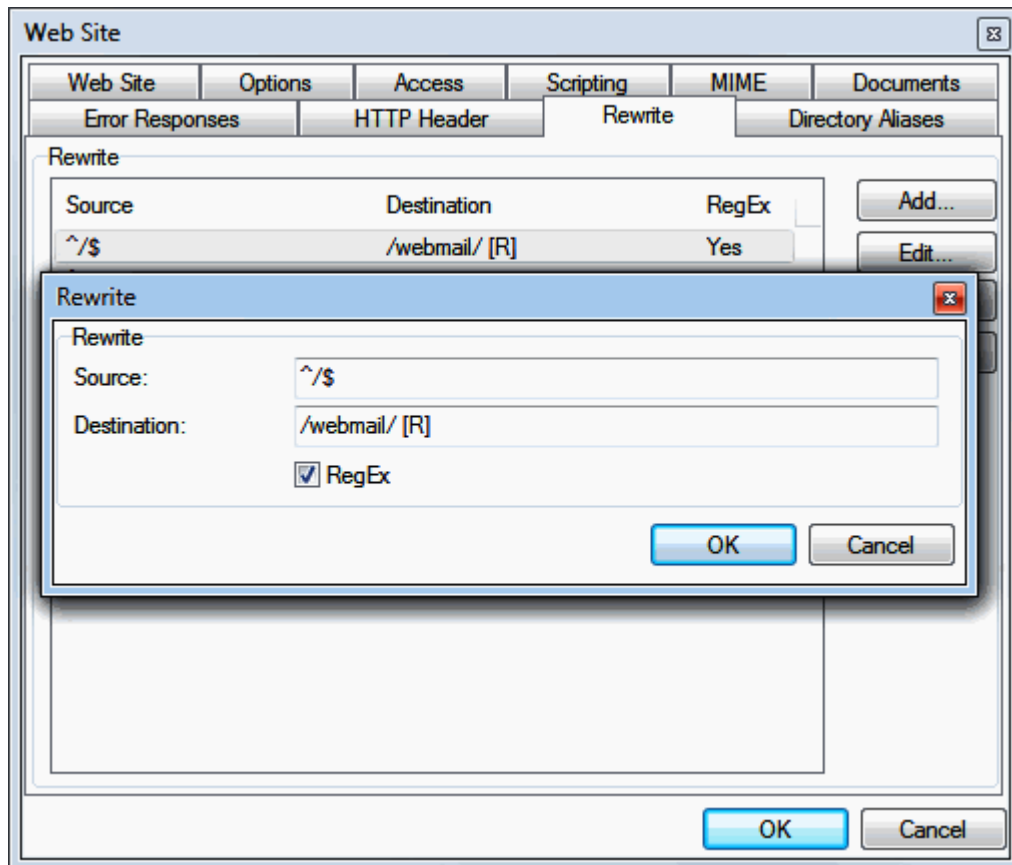
On Windows: You will need to install any additional Hunspell dictionaries you require. (Aspell is not used anymore.)

On Linux: You should install Hunspell versions of previously installed additional Aspell dictionaries. Aspell will also work, but it is obsolete and not updated by vendors anymore.

See the **Installing New Dictionary for IceWarp WebClient Spell Checker** chapter.

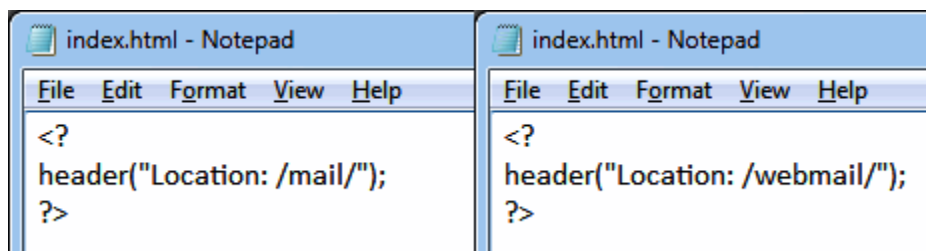
In order to change default IceWarp WebClient from WebMail you have two options:

1. Using a Webserver Rewrite rule (see the webserver manual) as follows:
What: ^/\$
To: /webmail/ [R]
RegEx: Checked



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

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



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

Document Online Installation

Currently administrators can setup using of Libre office online to preview office documents directly in webmail.

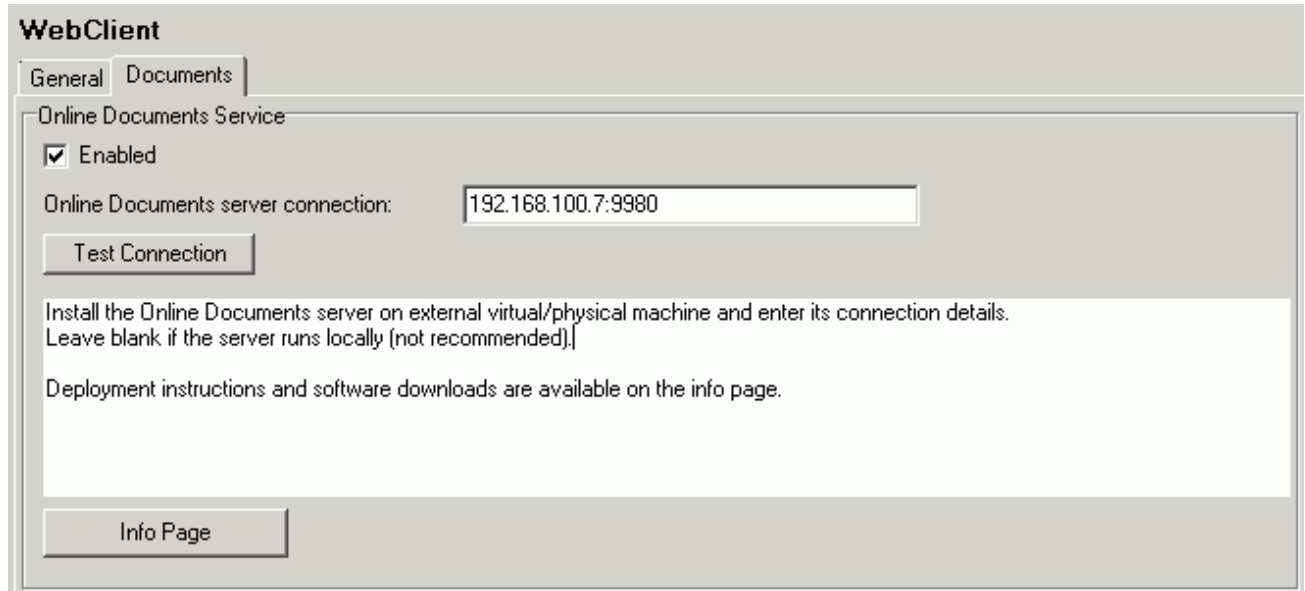
This feature is disabled by default. Installation requires special and rather complex setup.

How to install:

1. Install Libre office online:
 - Download pre-installed vmware or hyper-v image with linux, which already contains installed libre office. Run the image, Enter IP address of that machine into IW server.
 - Download pre-installed docker image and run it. If you run it on the same server where Icewarp is located, you do not have to enter the IP - it is determined automatically.

2. Configure IceWarp:

- Obtain IP address assigned to imported virtual machine, the IP should be visible on terminal or SSH login screen under the IceWarp logo.
- Open IceWarp Administration Console and insert IP address of VM into "**WebDocuments server connection**" input located at **GroupWare / WebClient / WebDocuments** tab.
- Enable "**WebDocuments Service**" feature.
- Check whether the configuration is correct by clicking "**Test Connection**" button.
- Save configuration changes by clicking on "**Apply**" button.



The screenshot shows the 'WebClient' administration window with the 'Documents' tab selected. Under the 'Online Documents Service' section, the 'Enabled' checkbox is checked. The 'Online Documents server connection' text box contains the IP address '192.168.100.7:9980'. Below this is a 'Test Connection' button. A large text area contains instructions: 'Install the Online Documents server on external virtual/physical machine and enter its connection details. Leave blank if the server runs locally (not recommended). Deployment instructions and software downloads are available on the info page.' At the bottom left of this area is an 'Info Page' button.



NOTE: WebDocuments setup guide with downloads is possible to find here:
<https://www.icewarp.com/support/webdocuments>.

Address Book Conversion

International Characters

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

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



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

Converting User Data Containing International Characters to UTF-8

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

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

Converting Plain Text Address Books to GroupWare Database

Now, you are ready to proceed with conversion of user data to new IceWarp WebClient. This is necessary to convert WebClient's file-based data to IceWarp WebClient's improved database-stored data.

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

Just open the script from a browser:

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

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

Conversion

Global address book account:

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

Convert

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

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

It can take some time to convert larger user database.

KNOWN ISSUES

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

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

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

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

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

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

How to Create Global Address Book

As explained in the previous chapter IceWarp WebClient does not support any plain text address books – including Global Address Books.

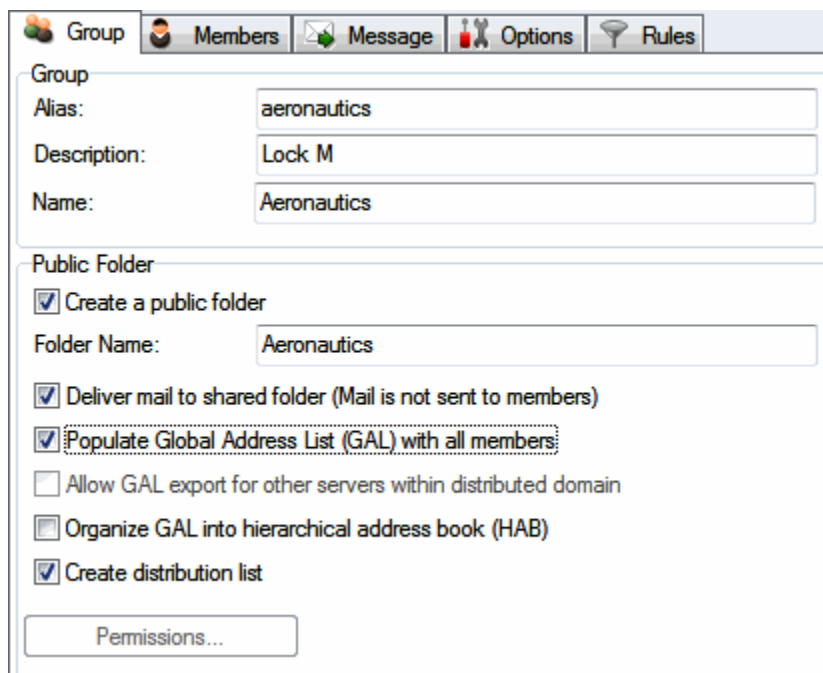
In order to create the Global Address Book for your users, you are required to define a Public GroupWare folder to let people view shared contacts.

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

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

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

Create Public Folder Using a Group Account



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

Subscribe to the Public Folder in IceWarp WebClient

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