

IceWarp Server 11.0 Administrator Notes

*Read this
document
before
upgrade*

System Defaults

In version 11.0 we have updated several default system settings to their optimal values. If the previous 10.x default was set, the value is changed upon upgrade. If the setting was non-default, it is not changed by upgrade deliberately. Please go over the changes below and consider updating the values by manual entry.

Multi-CPU Support – Please make sure that in System – Advanced – Multi CPU support option is enabled and the product can take full advantage of the hardware you have today.

SMTP Submission Port – Services – SMTP – Properties – General – Second port number is set to 587, the preferred port for mail submission per RFC2476 and required in some countries. If set as the only port, bypassing it for certain senders or IP addresses is possible using the file config/submissionbypass.dat.

Exchange ActiveSync – Global/Domain/User Policies – Maximum Allowed Protocol Version is set to disabled and default protocol is now 14.0, which allows for all the new ActiveSync features. If this setting was forced to 2.5 or 12.0 version, we recommend undoing it.

VoIP NAT Traversal – VoIP – Advanced – Local RTP port range has been increased from 0–31 to 0–255 ports (from 16 to 128 concurrent calls) as required by Online Conferencing with many participants. In addition to updating the value it is necessary to allow the port range on firewall.

SpamMaxTextBytes – In administration menu File – API Console – spammaxtextbytes, the size of text buffer considered by spamassassin has been increased from 1536 to 4096, so that the new text-to-image-ratio rules can function properly.

PCI Compliance – To comply with PCI standard, IceWarp 11 by default disables weak ciphers and addresses the BEAST attack by prioritization of RC4 ciphers. A new installation of the server will now pass the Qualys SSL Labs test with honors (A ranking). In existing installations, in order to achieve Forward secrecy, but still not vulnerability against BEAST attack, setting the API sslcipherlist value to HIGH is not enough as we need to explicitly allow GCM and ECDHE (elliptic) cipher suites. On installations, which were previously set to HIGH, issue the following command and then verify on www.ssllabs.com/ssitest/.

```
tool set system c_system_adv_ext_sslcipherlist AES256-GCM-SHA384:AES128-GCM-SHA256:ECDSA:AES128-SHA256:ECDSA:RC4-SHA:RC4-SHA
```

Spam Reports Protection – In order to improve privacy of user data found in spam and quarantine reports in existing installations, create a deny rule in Web – Access tab for all defined Sites that have access to /reports (such as the ones referring to root /html), as such:

```
URI: /reports/challengelist.html*  
IP: 127.0.0.1  
Access: Deny  
Mark the Not checkbox
```

Avast on Linux – There is no 64-bit version of Avast for Linux. If you are upgrading from 32-bit to 64-bit version of IceWarp for Linux and still use this engine, please change your Anti-Virus to Kaspersky during the license renewal.

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New WebClient

Old WebClient Still Accessible – End users all react differently to change. To address this, WebClient 11.0 can be switched to the old WebClient 10.4 at any time by visiting '/webmail/old' in the URL of WebClient. Once in WebClient 10.4 users can change back to 11.0 instantly by accessing 'Tools – Switch to New Interface'. You can even force the old WebClient login page temporarily for everyone by adding tag `<prefered_version_default>0</prefered_version_default>` in server.xml. Interested users can then go to new login page through a link at the top.

New WebClient Alert – Future releases won't have the old WebClient included anymore; therefore we have built in a repeated alert, reminding users to switch to the new WebClient. The pop-up includes a video walkthrough of the new WebClient and concise help about changes from the end-user perspective. Users can choose to immediately Switch, or Postpone for another week. The same What's New dialog can be also accessed in the new WebClient's Help.

New Spell Checker – Spelling checker has been updated to use the standard hunspell dictionaries found in OpenOffice. These dictionaries are much more up-to-date so you can expect a better performance in any of the several pre-installed languages, as well as support for complex languages like Chinese. Some dictionaries are not distributed and need to be additionally installed from openoffice.org following directions in WebClient Administration Guide.

Dropbox Support – Users can browse through and attach their files from Dropbox, the files will be sent as a link similar to SmartAttach. First you will need to enable the Dropbox chooser. Login to Dropbox.com and go to the general menu – Developer section – Drop-ins, create a Chooser app, inside define each domain and IP of WebClient and copy the corresponding App key into WebClient Administration Options – General – Dropbox. Each user can then choose to login to their company account or their own private Dropbox account upon first use of the Dropbox feature.

Weather – Weather information provided by Google Weather has been replaced by a commercial service Weather Underground®. Users who had their home cities defined in previous versions need to enable the service and enter the city information in Options to continue receiving weather updates.

Twitter Link on Login Page – The social network links on login page let you engage users in your own online communities. Simply enter your Twitter handle in WebClient Administrator Options – General – Login Screen – Twitter handle. If empty or deleted, IceWarp's Twitter will be displayed (@icewarp). The link can be removed from the login page in the same dialog.

Facebook Link on Login Page – The social network links on login page let you engage users in your own online communities. First you need to prepare the corresponding Like button code in Facebook's Developer page. Then enter the code to WebClient Administrator Options – General – Login Screen – Facebook code. If empty or deleted, IceWarp's Facebook will be displayed (/icewarpinc). The link can be removed from the login page in the same dialog. Sample code (yours will be very similar after selecting the same options and choosing URL format).

Administrator Contact Form – The new contact form on the login page provides a direct way for users to reach the responsible person (you) in case they forgot password or cannot login to WebClient for any reason. The form is sent by email to the domain administrator (if the domain is configured as a virtual host and the administrator email address in the administration console under Domain properties is not empty) and if not found, to the administrator of the primary domain.

Login Screen Banners – We educate your users so you don't have to. The banners and their associated Learn More sections provide step-by-step instructions for setup of IceWarp's advanced collaboration features. The tutorials are written in the best-case scenario, assuming that AutoDiscover is properly configured in console and DNS, that the certificate for autodiscover.domain.tld is issued by a trusted authority and that the features are enabled in the Services tab. You should have at least one valid license for Exchange ActiveSync so that each user can evaluate it for 7 days before needing a full license. The banners can be customized by way of creating a custom skin and following the structure of `html\webmail\client\skins\default\login\banners.xml`. Banners and/or the help tutorials can be disabled from WebClient Administrator Options – General – Login Screen.

Login Screen Logo and Color – For the new WebClient login page with top-left logo, you will need a new image file, matching in dimensions to the default IceWarp logo. While the old logo was a larger square format, for the new logo you need a narrow rectangular version. Upload the new logo in WebClient Administrator Options – General – Login Screen, copying it into filesystem will not work anymore. Plus, you can choose a color theme of the login page matching to your company branding under the Login style option.

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Favorites Off by Default – Favorites are now hidden since they are even less useful, with the mail folder sorted with Inbox/ Drafts/Sent/Spam/Trash at the top. Users can enable Favorites again in their Options, or you can turn this on again for everyone in Administrator Options – General – Global Settings – Show Favorite folders.

Message Preview: Right Pane by Default – We have made previewing emails much cleaner. With reading pane on the right, the message list now includes time, flags and other email details, so that the email preview itself can be simple and scroll the header completely out of the way. This view is recommended and has been made the default. Due to deleting the user settings cookie of v10, which doesn't apply to v11 because of different element/window/alert box sizes, users who had the client look customized with preview at the bottom and window sizes will lose these settings after login to the new WebClient.

Show Headers Moved – When fine tuning the antispam and troubleshooting email formatting issues, you will find the email headers still useful, but there's no clickable icon anymore. Just right-click the message subject.

WebIM Status Presets – We have simplified the WebIM to offer only Online, DND and Offline status presets by default. In WebClient Administrator Options – IM, you can enable more presets, including the new Invisible mode.

Online Meetings

High-Level Technical Overview – On the server side, IceWarp Meetings are built exclusively on top of IceWarp SIP Server- its new VoIP Conferencing extension, a Jitter buffer for multiplexing audio streams, VoIP IVR for interactive voice prompts and in-call information, and Online Conferencing module running on Java, interfacing with IceWarp SIP Server locally, connecting to remote clients for audio and also servicing the private and group chats by SIP SIMPLE. On the client side, we are taking advantage of existing chat front-end (WebIM- built on AJAX) and phone client (WebPhone- a Java applet) with additional frameworks that seamlessly integrate the features into WebClient's UI, and an external application for screen sharing based on Mikogo® technology.

Licensing – Online Conferencing subscription is based on session channels per year. Number of channels defines how many concurrent meetings can run at one time (at least 2-3 recommended). Each channel includes 1 meeting organizer and up to 25 participants. Additional organizers can be economically added through the IceWarp SIP Server license. Participants don't need any license or account and anyone can join, but only organizers have the meeting fully integrated into their WebClient accounts. Organizers also licensed for IceWarp Instant Messaging Server can start meetings and invite participants directly from WebIM contact list.

Java VM Prerequisite – Java needs to be installed on the server and in the system PATH, so that "java" can be called from any directory in the command line. We recommend using the same bitness of Java as the IceWarp Server (Java 64-bit for IceWarp Server 64-bit and 32-bit for 32-bit server). This alone should ensure that for example Java 64-bit installed in c:\windows\syswow64\ will be already in the system path, but it's better to make sure of that if you still get the message 'Java not installed' in console – VoIP – Services.

Exchange ActiveSync

Newest Protocol Support – Up from previous basic synchronization envelope of 12.0, now all EAS versions are supported up to 12.1, 14.0 and 14.1. This wraps up the development of ActiveSync, with possibility to easily add other features as soon as client device vendors implement them in their devices. IceWarp is excited that its customers will enjoy a large set of new mobility features. However, not all devices are created to work with the latest protocols. IceWarp can easily address this by giving you a special EAS Protocol Version provisioning option. The administrator will set a maximum allowed EAS protocol version for every provisioning system level, assigning specific devices or user groups a lower protocol version than the one reported by device as supported. As soon as a lower version is selected, all provisioning dialogs update to reflect only applicable policies and others are greyed out.

ABQ Strings Support – In addition to DeviceID code, we are now able to read the Model, Friendly Name and Operating System. This is used to identify the mobile device to users in WebClient. Friendly Name is also synchronized between WebClient and the administration console and can be overridden by both the user and administrator. To reset it, delete the name and click OK.

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Exchange
ActiveSync

Active
Directory

Outlook 2013 Support – Outlook 2013 can be set up instantly without installing anything, simply by configuring it for an Exchange ActiveSync service, much like with a smartphone. This works with Windows 8 Mail too. We recommend administrators to limit the age of Past mail items for faster operation (if not used, the initial synchronization can take very long). It is also a good practice to disable ActiveSync logs entirely or they will grow very fast (service restart is no longer required upon this change). GroupWare items not supported by Exchange ActiveSync include Files, Journals and Distribution Lists. Notes are only partially supported by Outlook 2013 but may work in future Outlook updates. Until then they can be set to synchronize to a special calendar or tasks folder. Files can be synchronized as attachments to virtual emails in a special email folder. Contact properties not supported by the protocol will remain available locally. There is no support for GAL or shared contact folders when Outlook is configured with EAS account (Microsoft limitation).

Device Settings – Device-specific synchronization settings are now configurable separately and have been removed from the provisioning system ('Device Policies'). This includes ability to determine maximum age of mail items, calendar items, which folders (all/default/special) will be synchronized to the device, the simulation of Tasks/Notes as Events and the device friendly name. These settings stand as replacement of user preferences available on the device (which differ by device or are specific to IceWarp accounts) and when set, they complement what user configures on the device. Max email/calendar can be also controlled by provisioning, and then Device Settings can only go as far as permitted by policies. Put in perspective, when Device Policies: Max email age is configured for 1 week, the Device Settings: Max email age drop-down will only allow selecting 1 or 3 days or 1 week (=within the provision timeframe). Assume the user (or admin) sets 3 days. If the Max email age can be controlled on device and user configures to receive 1 week of mails, he will receive 3 days (Device Settings take precedence). User can still filter only 1 day of past mail items by settings on device. Device Settings are synchronized between the console and WebClient - Mobile Devices and can be overridden by both the user and administrator.

MySQL DB Support – Using a strong database is important for load-balanced and clustered installations with 500+ connected devices. These systems can now be easily migrated from SQLite to MySQL through the standard Database Migration console option.

Mail Server

Active Directory to Versit Mapping – You can specify which Active Directory items will map to which GroupWare items by means of metarules within the configuration file *syncad.dat*'s <VCARDMAP> element. Rules are able to map, rename or extract LDAP attributes or LDIF names from AD to GroupWare vCard versit objects. This way you can customize the vCard population if AD has a non-default structure, different attribute names, or when additional attributes need to be retrieved.

Other Active Directory Improvements – Disallow syncing personalities, 64-bit LDAP library, disabled localization of default LDAP filters, support for authentication to backup AD server, better behavior when renaming a domain, improved logging/processing of newly created users, editing email of group in AD correctly updates the existing group, ability to create sync data for entities that have no entry in sync database *adsyncrec.dat* to allow recovery of already existing entities in case DB is deleted or empty, paging by 500 entries at a time when syncing thousands or user records, manual sync is now two-way, syncing user photos, AD sync from special field made case-insensitive, filters can specify name of the root group and to restrict creation of groups for OUs which are ignored, support for alternative email addresses (proxyAddresses, otherMailbox), improved logging, support for HAB.

Hierarchical Address Book – Exchange allows for a Hierarchical Address Book (HAB) within GAL to better arrange users by departments. There is new option on group account 'Synchronize group members into hierarchical address book' available when GAL is enabled for a group. Each group has an additional option 'Name', which can have other groups as members. The GAL population recursively creates a folder structure where the new Name of a subgroup is used as Folder name. Contact items of end users are created only at particular level of folder hierarchy (not in the root folder as in GAL).

MySQL DB Support for Reports – The spam/quarantine reports database can now be switched from SQLite to MySQL for better performance with a large number of users through the standard Database Migration console option.

Archive Support in AutoClean Rules – Old or oversized messages can be automatically moved or copied to the user's archive by way of simple AutoClean rules that run each midnight.