



IPSWITCH

IMail Server[™]

IMail Collaboration

Server Guide

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IMail Collaboration Server Guide

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Using IMail Collaboration Server

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IMail Collaboration incorporates the ability to share Outlook data, such as calendars, tasks, contacts, distribution lists, notes, and e-mail among IMail Server users via the Collaboration tab in IMail Server Administrator or the IMail Collaboration Console located under the **Start > Programs > Ipswitch IMail Server > IMail Collaboration > Collaboration Admin Console**.

In addition to sharing users' personal folders with other users, IMail Collaboration lets you define public shared folders, for example shared contact lists and holiday calendars, with other users. Additionally, you can create collaboration groups. Creating Collaboration Groups is a convenient way of organizing certain users with common attributes. For example, you might create a group that contains all the human resources staff.

If selected as an option from the IMail Server installation, IMail Collaboration Server is installed onto a server computer. IMail Collaboration acts as the shared information server.

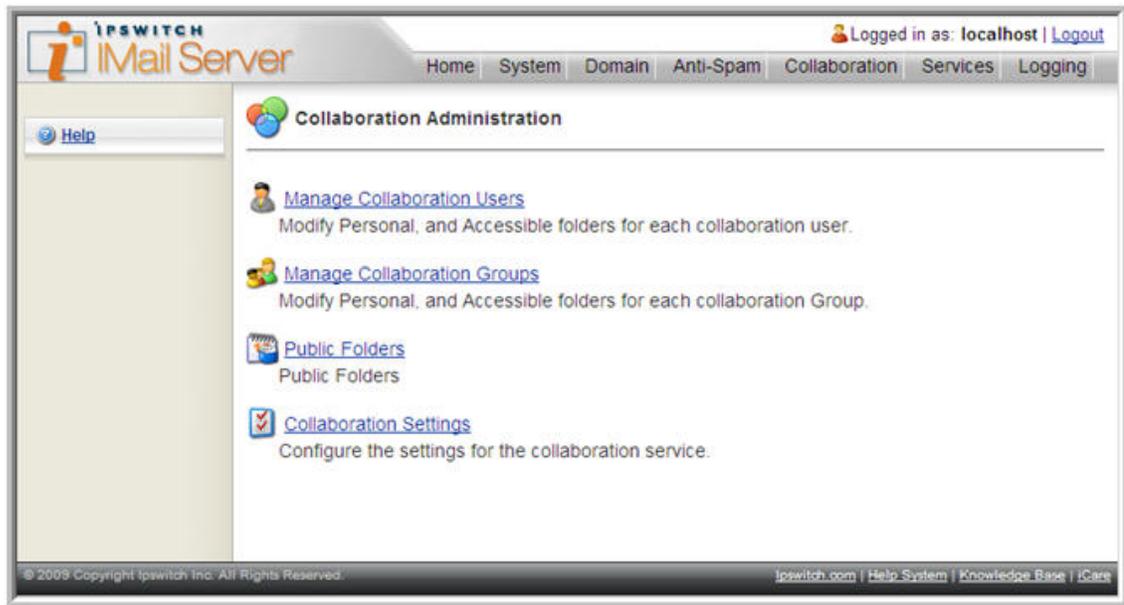


Note: Client computers must have TCP/IP access to the server computer.

With flexible access control lists, the IMail Collaboration administrator lets you define users' access to shared data.

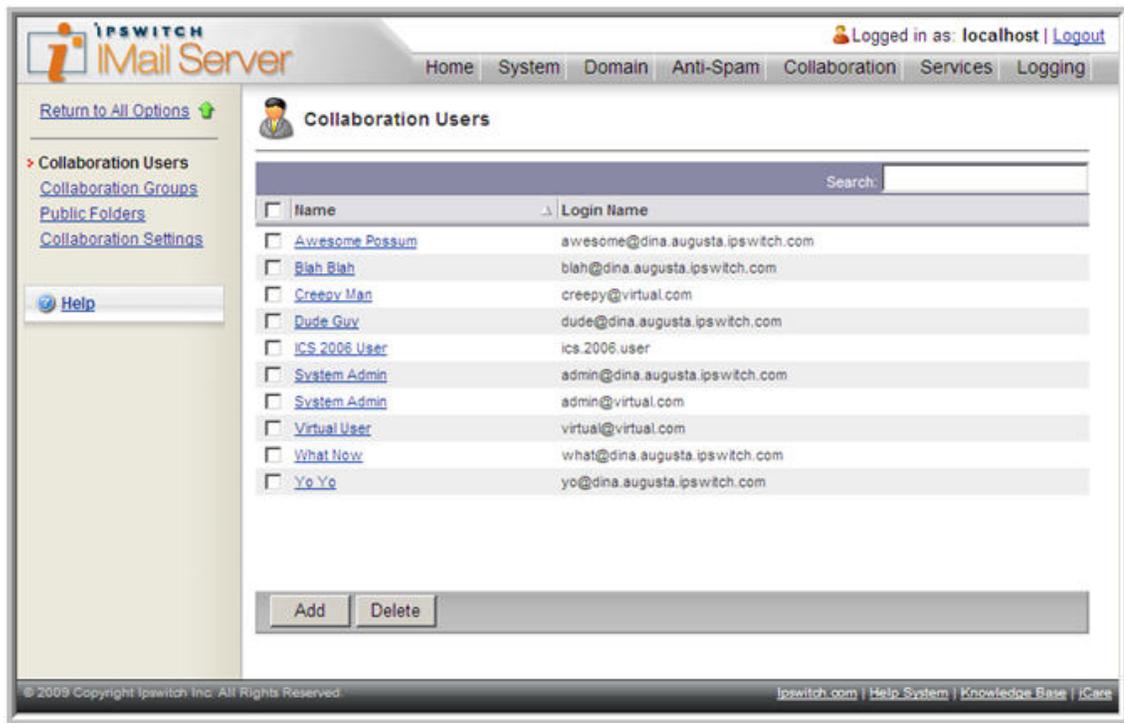
Administering IMail Collaboration Server

Collaboration Administration lets you specify who can access specific shared information within your organization. The left-hand pane of Collaboration Administration shows a link to the online help; the right pane displays the links to the Collaboration Administration pages.



Managing Collaboration Users

You can Add, Edit, or Delete Collaboration Users, or search for Collaboration User account details from the Collaboration Users page.



Creating Collaboration Users

When you install IMail Collaboration, the setup program automatically creates the first Collaboration user, (IMail_User), so when you run Collaboration Administration for the first time, one user will already exist.



Note: User accounts must be created before users install the IMail Collaboration Client.

You can add users to IMail Collaboration in two ways:

- **Collaboration Administration** - follow the online help for adding a user (Add User to Collaboration)
- Importing users from Ipswitch IMail Server

Adding Users with Collaboration Administration

To add a new user via the **Collaboration Administration** page:

- 1 Click the **Manage Collaboration Users** link at the top of the **Collaboration Administration** page. The Collaboration Users page appears.
- 2 Click the **Help** button and follow the online help for adding users.

If there are many users in your organization, you can import the users from Ipswitch IMail Server, as described in the next section.

Importing Users from Ipswitch IMail Server

To import Ipswitch IMail Server users into IMail Collaboration, you must launch the IMail Collaboration Import Utility. "WGS_Import.exe" can be found under the following directory "`..\Ipswitch\IMail\`". Follow the on-screen instructions to import Ipswitch IMail users into IMail Collaboration.

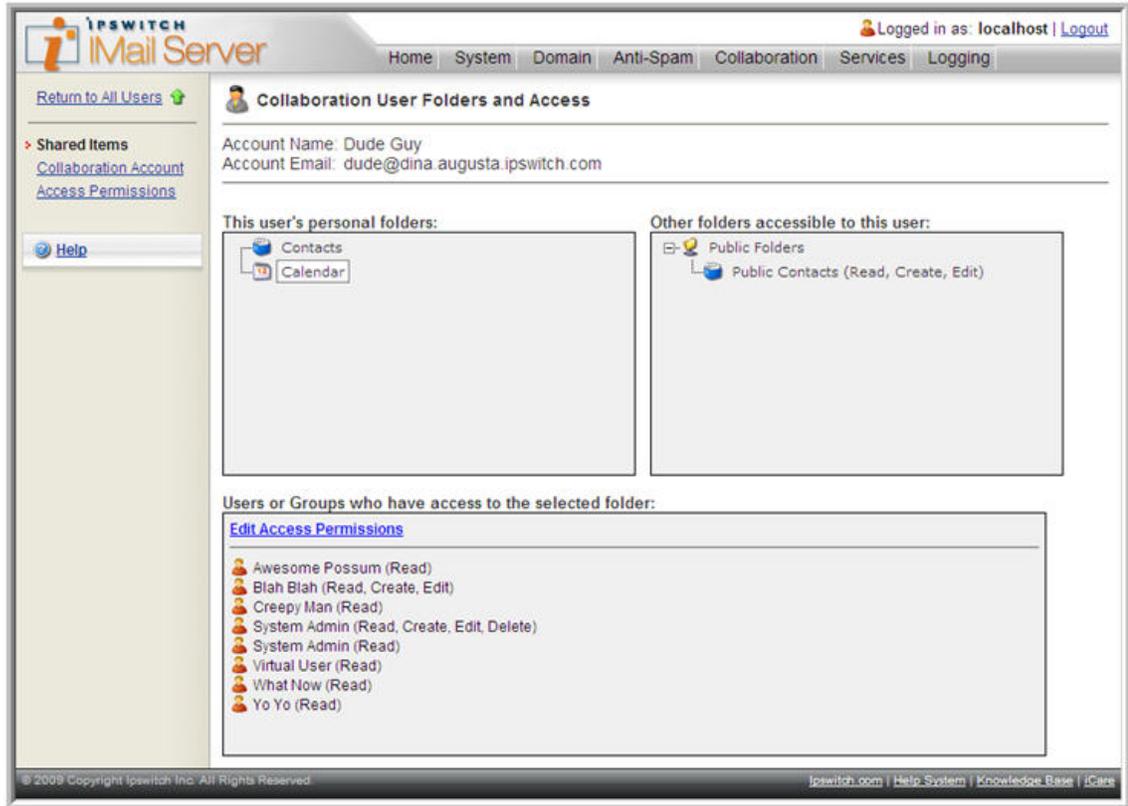
Once you have added all IMail Collaboration Users, the users can install the IMail Collaboration Client software.

Instructions for installing IMail Collaboration Client can be found:

http://www.ipswitch.com/workgroupshare/howto_setup_clients.asp

Viewing User Details

After you have added a user, that user will appear listed on the **Collaboration Users** page. You can view the user's details by selecting the user's hyperlinked name in the left-hand **Name** column.



The view consists of two tables.

- **The User's Personal Folders that are available for sharing** that have been synchronized with the IMail Collaboration server.



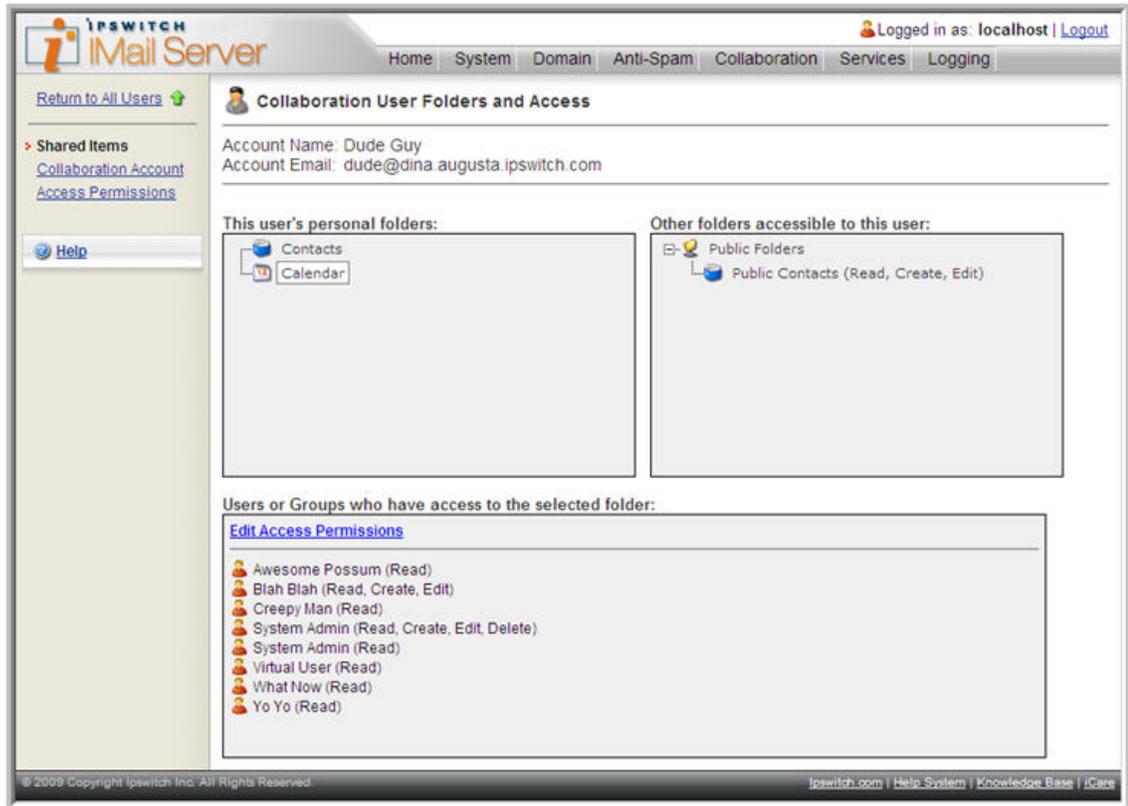
Note: These folders will only appear after the user has installed the client software and has successfully synchronized.

- **Other Folders Accessible to this User:** those shared by other users and public folders.

For more information, see *Managing Access Rights* (on page 10).

Viewing Personal Folders

When a user synchronizes Outlook with the IMail Collaboration Server, the user's selected personal folders will appear on the **Collaboration Users Folders and Access** page under the corresponding user entry.



After these folders appear in IMail Collaboration Administrator, you may grant access to these folders for other users and groups. For more information, see *Granting Access to a User's Personal Folders* (on page 10).

Managing Collaboration Groups

Organizing users into groups is an efficient way to grant the same access to many users. For example, you may wish to create a group that contains all the staff that work in the accounts department. Or you may wish to group together all senior managers. Once you have created a group, you can use this group when granting access. For example, you can grant access for a group to a particular folder, or alternatively, you can grant access for a user to a particular group. The latter method will grant the specified user access to every folder belonging to every member of the specified group.

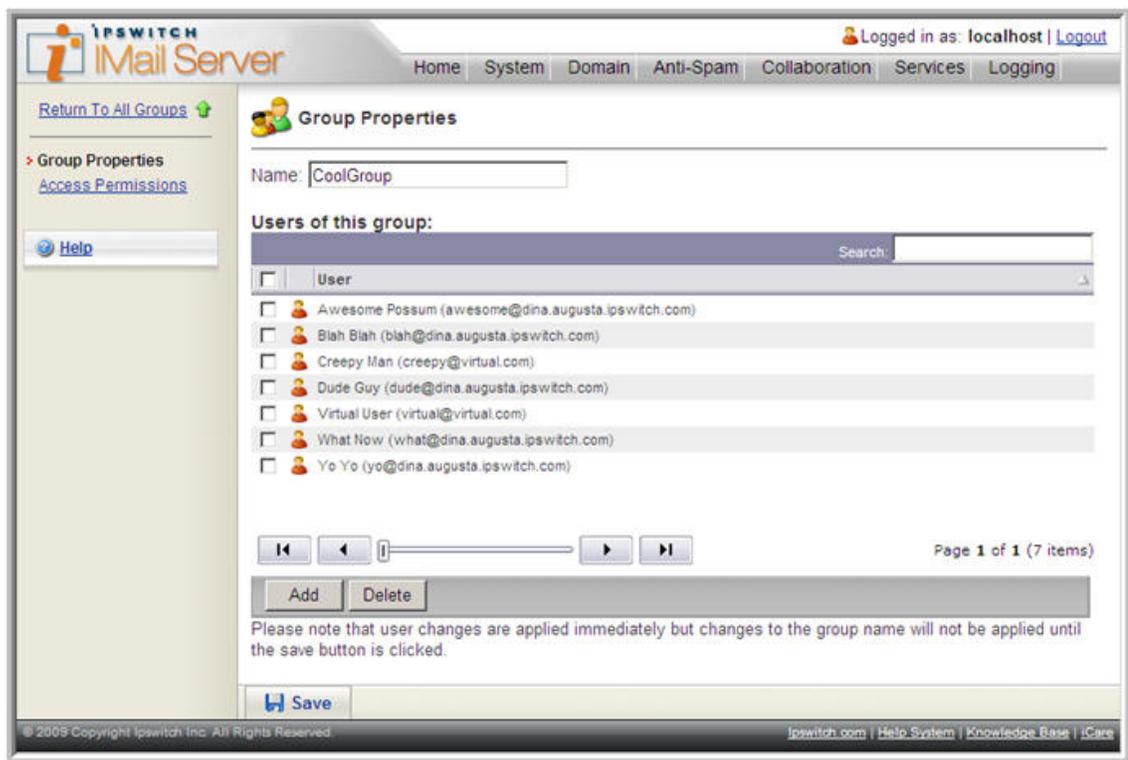
Adding a Group

To add a new group:

- 1 Click the **Collaboration** tab > **Manage Collaboration Groups**. The Collaboration Groups page appears.
- 2 Click the **Add** button at the bottom of the page.
- 3 Click the **Help** button on the left-hand pane. The Adding Members to a Collaboration Group online help appears. Follow the instructions.

Viewing Group Properties

After you have added a group, that group appears listed in the Collaboration groups page in the Name column. You can see a group's properties by clicking the hyperlink under its name.



Adding or Removing Members from a Group

To add or remove members to and from a group:

- 1 From the Group Properties page, select the check box next to the user you wish to delete.
- 2 Click **Delete**. The group member is removed.
- 3 To add a user to the group, select the appropriate user from the **User** list, then click **Add**.

Managing Public Folders

The Public Folders page allows you to manage public access and sharing for the five types of public folders. They are:

- Calendar
- Contacts
- Mail
- Notes
- Tasks

Public folders are made available to selected users and groups and are an effective way to collect, organize, and share information with other people.



A shared contacts folder, for example, gives all specified users access to the wide organizational list of contacts. A shared meeting room calendar lets all staff know when a meeting room is available or in use. When you create a public folder and give at least read access to a user, the folder will appear in the user's Outlook the next time the user synchronizes.

Adding a Public Folder

To add a public folder

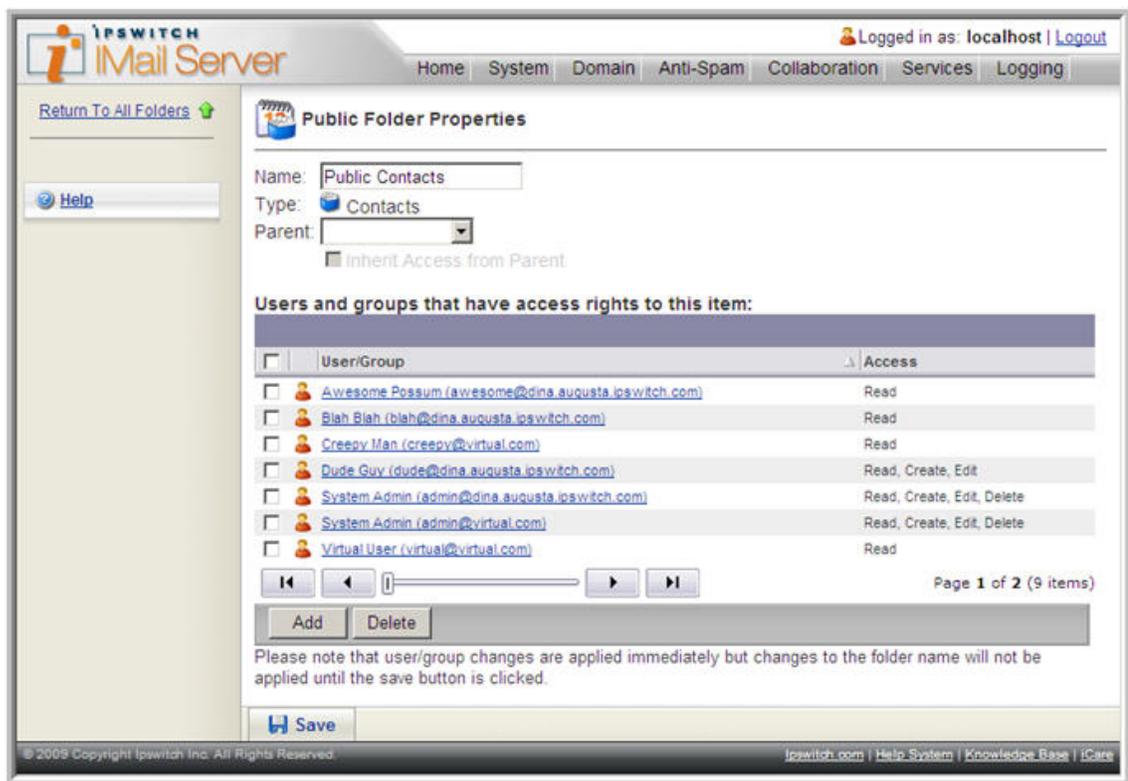
- 1 Click **Collaboration Tab > Public Folders and Contacts** to access the Public Folders page.
- 2 Click the **Add** button at the bottom of the page. The Folder Properties page appears.

Click the Help button to access Setting Public Folder Properties Options online help. Follow the instructions.

The next step is to grant access to the public folder. For more information, see *Granting Access to Public Folders* (on page 10).

Viewing the Folder Properties Page

After you have added a public folder, that folder will appear listed in the Folder Name column on the Public Folders page. Left-click the folder hyperlink to access the Folder Properties page, where you can view the folder's name and type, the users and groups who have access, and their access rights.



If you click the **Add** button, the **Select which users and groups have access to this item** page appears. The page consists of a scrollable list of users and groups to whom you can grant access to the specified folder, and a list box from which you can select the level of access.

Managing Access Rights

Granting Access to a User's Personal Folders

You can either grant or change access to a user's personal folders (made available for sharing by the user) via the Collaboration Users page.

To grant or change access to a user's personal folders:

- 1 From the **Collaboration** tab, select **Manage Collaboration Users**. The Collaboration Users page appears.
- 2 Click the hyperlink under the user whose folders you wish to grant access to. The Collaboration User Folders and Access page appears.
- 3 There are two views available:
 - This user's personal folders that are available for sharing
 - Other folders accessible to this user
- 4 Click the folder hyperlink corresponding to the personal folder you wish to share. The Folder Properties page appears.
- 5 In the **Users and Groups that have access rights to this folder** list, click the **Add** button. The **Select which users and groups have access to this item** dialog page appears. Notice that the check boxes corresponding to users and groups with existing access (if any) are grayed out.
- 6 From the **Collaboration Users/Groups** check boxes, you can select all, or select individual users and groups.
- 7 From the **Access Level** list box, select one of the following access levels you wish to assign to those users/groups:
 - read
 - read, create
 - read, create, edit
 - read, create, edit, delete
- 8 Click **Save**. Focus Returns to the Folder Properties page, with the selected users and groups displayed.
- 9 If you are satisfied with the users and groups, click **Save**. An Update Successful message appears with the date and time of the update.

Granting Access to Public Folders

To grant or change access to a public folder:

- 1 From the **Collaboration** tab, select **Public Calendars and Contacts**. The Public Folders page appears.
- 2 All shareable Public Folders are displayed in the Folder Name column. Click the public folder hyperlink corresponding to the folder you wish to share. The Folder Properties page appears, listing existing users and groups that have access to the selected folder.
- 3 Click the Add button at the bottom of the page. The Select which users and groups have access to this item page appears. Notice that the check boxes corresponding to users and groups with existing access (if any) are grayed out.
- 4 From the **Collaboration Users/Groups** check boxes, you can select all, or select individual users and groups.
- 5 From the **Access Level** list box, select one of the following access levels you wish to assign to those users/groups:
 - read
 - read, create
 - read, create, edit
 - read, create, edit, delete
- 6 Click **Save**. You are redirected to the Folder Properties page, with the selected users and groups displayed.
- 7 If you are satisfied with the users and groups, click **Save**. An Update Successful message appears with the date and time of the update.

Configuring Collaboration Settings

To configure Collaboration settings, click **Collaboration > Collaboration Settings**. From this page you can configure settings for updating the client and server Collaboration options. You can also choose whether or not to send Collaboration communications to a log, as well as the specify synchronization settings for attachments and appointments. You also have the option to allow users to administer access to their personal folders through the Client.

The Collaboration settings show:

- how frequently clients will connect to the server to synchronize
- the interface and port on which the server is listening

IMail Collaboration Server

- whether or not the server is configured to log all communications with the client

The screenshot displays the IMail Server Administration Console. The top navigation bar includes links for Home, System, Domain, Anti-Spam, Collaboration, Services, and Logging. The user is logged in as 'localhost'. The left sidebar contains navigation links: Return to All Options, Collaboration Users, Collaboration Groups, Public Folders, Collaboration Settings (selected), and Help. The main content area is titled 'Collaboration Settings' and is divided into several sections:

- Client Update Settings:** A text box for 'Update Frequency (minutes)' is set to '20'. There is an unchecked checkbox for 'Clients may set their own synchronization schedule'.
- Server Settings:** A section for specifying interfaces and ports. The 'Interface' dropdown is set to '[All Interfaces]', 'Listen On' is 'Unsecure port only', 'Unsecure Port' is '8100', and 'Secure Port' is '8101'.
- Log Settings:** An unchecked checkbox for 'Log Communications' and a checked checkbox for 'Verbose Logging'.
- Attachment Synchronization:** A checked checkbox for 'Synchronize attachments and images on contacts, appointments, and tasks' and an unchecked checkbox for 'Synchronize attachments and images on email'.

A 'Save' button is located at the bottom left of the settings area. The footer contains copyright information for Ipswitch Inc. and links to the website, help system, knowledge base, and contact page.

Setting the Client Update Frequency

You can change how frequently clients connect to the server to synchronize. An update frequency default is set during the install process, but you can change it at any time. The default frequency is 20 minutes. However, you can enter a different amount in the text box, or, new in Version 2.1, clients may set their own synchronization schedule through Outlook.

Server Settings

You can select the interface (IP address) and the port on which the server listens for incoming client connections on the **Server Settings** section.

By default, the server listens on all interfaces; however, if the server computer has more than one IP address, you can listen on a specific interface rather than all interfaces. In the **Interface** list, select the preferred interface option.

You may want to change this from **[All Interfaces]** if the server computer is connected to both the LAN and directly to the Internet (on different interfaces) and you only want the server to listen on the local interface.

The server listens on default port 8100. However, you can change the default port to another port by changing the port number in the **Unsecure Port** list.



Note: If you change either the Interface or the Port setting, you must re-run the client setup program on each client computers so they will recognize the new settings.

Log Settings

In this section of the **Collaboration Settings** page, you can configure IMail Collaboration to log every transaction with each client to a log file.

If you select the **Log Communications** check box, the log file is written to C:\Program Files\Ipswitch\IMail\WorkgroupShare\Data\Logs.

Verbose Logging. Select this check box if you want the log file to contain more specific details for each record. You will be unable to select this check box if the **Log Communications** check box is clear.

Attachment Synchronization

In this section of Collaboration Settings, you can choose to configure IMail Collaboration to synchronize attachments and images on contacts, appointments, and tasks, as well as synchronize attachments and images on email. You should be aware that such items may be large and might take considerable bandwidth and storage when synchronizing. You can select neither, one, or both of the options.

Appointment Synchronization

The ability to synchronize all appointments and to synchronize appointments from a specified number of weeks in the past. You can select either option. Be aware that synchronizing all appointments may take some time, depending on how long the user has been maintaining appointments. You can instead choose to synchronize them from a specified number of weeks in the past.

Client Folder Administration

IMail Collaboration Administrator has the option to allow users access to their folders, by default. This is done through the Outlook client.

Managing Collaboration Log Files

To view Collaboration Log files, click the **Logging** tab and select **Log Files**.

Sample log file:

```

sys0219[1].txt - Notepad
File Edit Format View Help
02:19 11:52 SMTPD(d782000000030003) [192.168.6.246:25] connect 192.168.6.246 port 1748
02:19 11:52 SMTPD(d782000000030003) [192.168.6.246] EHLO 192.168.6.246
02:19 11:52 SMTPD(d782000000030003) Authenticated admin@dina.augusta.ipswitch.com@dina.augusta.ipswitch.com,
session treated as local.
02:19 11:52 SMTPD(d782000000030003) [192.168.6.246] MAIL FROM:<admin@dina.augusta.ipswitch.com> SIZE=820
02:19 11:52 SMTPD(d782000000030003) [192.168.6.246] RCPT TO:<dude@dina.augusta.ipswitch.com>
02:19 11:52 SMTPD(d782000000030003) [192.168.6.246] C:\Program
Files\ipswitch\IMail\spool\d782000000030003.SMD 1032
02:19 11:52 SMTPD(00d4000000040007) [192.168.6.246:25] connect 192.168.6.246 port 1754
02:19 11:52 SMTPD(00d4000000040007) [192.168.6.246] EHLO 192.168.6.246
02:19 11:52 SMTPD(00d4000000040007) Authenticated admin@dina.augusta.ipswitch.com@dina.augusta.ipswitch.com,
session treated as local.
02:19 11:52 SMTPD(00d4000000040007) [192.168.6.246] MAIL FROM:<admin@dina.augusta.ipswitch.com> SIZE=851
02:19 11:52 SMTPD(00d4000000040007) [192.168.6.246] RCPT TO:<admin@dina.augusta.ipswitch.com>
02:19 11:52 SMTPD(00d4000000040007) [192.168.6.246] RCPT TO:<dude@dina.augusta.ipswitch.com>
02:19 11:52 SMTPD(00d4000000040007) [192.168.6.246] C:\Program
Files\ipswitch\IMail\spool\00d4000000040007.SMD 1063
02:19 11:53 SMTPD(7b5800000005000b) [192.168.6.246:25] connect 192.168.6.246 port 1760
02:19 11:53 SMTPD(7b5800000005000b) [192.168.6.246] EHLO 192.168.6.246
02:19 11:53 SMTPD(7b5800000005000b) Authenticated what@dina.augusta.ipswitch.com@dina.augusta.ipswitch.com,
session treated as local.
02:19 11:53 SMTPD(7b5800000005000b) [192.168.6.246] MAIL FROM:<what@dina.augusta.ipswitch.com> SIZE=875
02:19 11:53 SMTPD(7b5800000005000b) [192.168.6.246] RCPT TO:<what@dina.augusta.ipswitch.com>
02:19 11:53 SMTPD(7b5800000005000b) [192.168.6.246] RCPT TO:<admin@dina.augusta.ipswitch.com>
02:19 11:53 SMTPD(7b5800000005000b) [192.168.6.246] RCPT TO:<dude@dina.augusta.ipswitch.com>
02:19 11:53 SMTPD(7b5800000005000b) [192.168.6.246] C:\Program
Files\ipswitch\IMail\spool\7b5800000005000b.SMD 1087
02:19 11:53 SMTPD(3bea00000006000f) [192.168.6.246:25] connect 192.168.6.246 port 1769
02:19 11:53 SMTPD(3bea00000006000f) [192.168.6.246] EHLO 192.168.6.246
02:19 11:53 SMTPD(3bea00000006000f) Authenticated what@dina.augusta.ipswitch.com@dina.augusta.ipswitch.com,
session treated as local.
02:19 11:53 SMTPD(3bea00000006000f) [192.168.6.246] MAIL FROM:<what@dina.augusta.ipswitch.com> SIZE=881
02:19 11:53 SMTPD(3bea00000006000f) [192.168.6.246] RCPT TO:<dude@dina.augusta.ipswitch.com>
02:19 11:53 SMTPD(3bea00000006000f) [192.168.6.246] RCPT TO:<admin@dina.augusta.ipswitch.com>
02:19 11:53 SMTPD(3bea00000006000f) [192.168.6.246] RCPT TO:<what@dina.augusta.ipswitch.com>
02:19 11:53 SMTPD(3bea00000006000f) [192.168.6.246] C:\Program
Files\ipswitch\IMail\spool\3bea00000006000f.SMD 1093
02:19 11:53 SMTPD(6fec000000070013) [192.168.6.246:25] connect 192.168.6.246 port 1775
02:19 11:53 SMTPD(6fec000000070013) [192.168.6.246] EHLO 192.168.6.246
02:19 11:53 SMTPD(6fec000000070013) Authenticated yo@dina.augusta.ipswitch.com@dina.augusta.ipswitch.com,
session treated as local.
02:19 11:53 SMTPD(6fec000000070013) [192.168.6.246] MAIL FROM:<yo@dina.augusta.ipswitch.com> SIZE=911
02:19 11:53 SMTPD(6fec000000070013) [192.168.6.246] RCPT TO:<yo@dina.augusta.ipswitch.com>
02:19 11:53 SMTPD(6fec000000070013) [192.168.6.246] RCPT TO:<dude@dina.augusta.ipswitch.com>
02:19 11:53 SMTPD(6fec000000070013) [192.168.6.246] RCPT TO:<admin@dina.augusta.ipswitch.com>
02:19 11:53 SMTPD(6fec000000070013) [192.168.6.246] RCPT TO:<what@dina.augusta.ipswitch.com>
02:19 11:53 SMTPD(6fec000000070013) [192.168.6.246] C:\Program
Files\ipswitch\IMail\spool\6fec000000070013.SMD 1123
02:19 11:54 SMTPD(41e0000000080017) [192.168.6.246:25] connect 192.168.6.246 port 1785
02:19 11:54 SMTPD(41e0000000080017) [192.168.6.246] EHLO 192.168.6.246
02:19 11:54 SMTPD(41e0000000080017) Authenticated yo@dina.augusta.ipswitch.com@dina.augusta.ipswitch.com,
session treated as local.
02:19 11:54 SMTPD(41e0000000080017) [192.168.6.246] MAIL FROM:<yo@dina.augusta.ipswitch.com> SIZE=912
02:19 11:54 SMTPD(41e0000000080017) [192.168.6.246] RCPT TO:<admin@dina.augusta.ipswitch.com>
02:19 11:54 SMTPD(41e0000000080017) [192.168.6.246] RCPT TO:<dude@dina.augusta.ipswitch.com>
02:19 11:54 SMTPD(41e0000000080017) [192.168.6.246] RCPT TO:<yo@dina.augusta.ipswitch.com>
02:19 11:54 SMTPD(41e0000000080017) [192.168.6.246] RCPT TO:<what@dina.augusta.ipswitch.com>
    
```

File names in the form of sysMMDD.txt are messages from services that have their log file format set to sysMMDD.txt. In the example above, the log message indicates the official host name of the server, that Queue Manager runs every 30 minutes, and that attachments are blocked. Log files can be used to pinpoint and troubleshoot problems within the system when they occur.

CHAPTER 2

Client Installation Options

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Standard Installation

The IMail Collaboration Client software must be installed on each computer that runs Microsoft Outlook and will share or view shared information using IMail Collaboration.

The IMail Collaboration Server installation program outputs a folder with the IMail Collaboration Client installation; by default, this folder is located at:

```
C:\Program Files\Ipswitch\IMail\WorkgroupShare\ClientSetup\
```

For the most efficient client install process, we recommend that you share this folder across your network.

For more information on installing the IMail Collaboration Client, see the "Ipswitch IMail Collaboration Client Guide".

Unattended Installation

Larger organizations who want to roll out many clients may find it useful to take advantage of the unattended installation capability of the ClientSetup.exe program.

In order to run the ClientSetup.exe program in an unattended (silent) mode, you should invoke the ClientSetup.exe program, passing a command line argument which will be the name of the unattended setup file. The unattended setup file contains all the information the ClientSetup.exe program needs in order to successfully complete the installation. For example, if you invoke the IMail Collaboration Client setup program as follows:

```
\\server\Program Files\Ipswitch\IMail\Workgroupshare\ClientSetup\  
ClientSetup.exe "c:\temp\  
unattendedsetup.dat"
```

The ClientSetup.exe program then reads the contents of the unattended setup.dat file, does not show a user interface, and silently installs the client program. The format of the unattended setup configuration file is shown in the example file below:

IMail Collaboration Server

```
////////////////////////////////////  
//  
// Filename: UnattendedClientSetup.dat  
//  
// Description: This file contains the settings to be  
// used for a client  
// using unattended setup of the  
// IMail Collaboration Client software.  
//
```

```
////////////////////////////////////  
// The following settings are always used  
//  
// This is the folder where the client program  
// files are installed.
```

program-folder: C:\Program Files\lpswitch\IMail\WorkgroupShare\ClientSetup

```
// This is the database ID of the user being installed  
// on this client computer.
```

user-id: 1

```
// This is the login name of the user being installed  
// on this client computer.
```

login-name: fred.smith

```
// This is the password of the user being installed on  
// this client computer.
```

password: pwd

```
////////////////////////////////////  
// The following settings are only used when there is  
// no ClientSettings.dat file  
//  
// This is the computer name or IP address of the  
// server computer.
```

server: 192.168.0.1

```
// This is the port that the IMail Collaboration server  
// is listening on the server computer.
```

port: 8100

IMail Collaboration Server

You also need to create a separate file for each user, since you must specify a separate userid: field and a different login-name and password field for every user. The user id information for a particular user is the value of the ID field for that user's record in the Users table in the Collaboration database. The same record holds the login name and password values.

Provided that each client runs the "ClientSetup.exe" program from the \\server\Program Files\Ipswitch\IMail\WorkgroupShare\ClientSetup folder, your configuration file does not need to contain a server: or a port: field, since this information is contained in the clientsettings.dat file, located in this folder. If you run the remote "ClientSetup.exe" file, you need to include the server: and port: fields, in order to provide "ClientSetup.exe" with this information.

The "ClientSetup.exe" filename command line is entered into the users' startup scripts so that the IMail Collaboration Client is automatically installed the next time the user starts their computer.