IceWarp Unified Communications

IceWarp Server Quick Start Guide

Version 11.4



Printed on 15 February, 2016

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CHAPTER 1

Quick Start Guide

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

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

This document refers to IceWarp Server for Windows. Details on the Linux version can be found in **Installation and Control in Linux** guide.

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

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IceWarp Server Overview

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

Since it first hit the market 15 years ago, it has evolved into a premium messaging and collaboration platform that provides a full range of services:

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

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

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

IceWarp Server Highlights

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

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

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

Starting from 25 user accounts with unlimited domains and 1 year of upgrades and support, the license can be upgraded at any time to allow more accounts and fitted with any of the available modules, along with the option for up to 3 years of free software updates and upgrades.

Starting from 200 user version, it can be used as a high performance spam and virus filtering gateway for Microsoft Exchange or other mail server, enhancing the reliability and security of the service.

Getting Started

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

Download

Download the IceWarp Server full setup package that contains everything necessary to run the product from ***http://www.icewarp.com/downloads/***.

Installation

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

Wizard

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

Activation

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

Add Domain

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

Network

To manage DNS records, use information in both the **Networking** (on page 7) and **DNS Records** (on page 15) chapter.

Add Users

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

Login to WebClient

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

Useful Links

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

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

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

If you are in any doubt or need assistance, ask IceWarp Support staff online – ***http://esupport.icewarp.com/***

Download related documents – ***http://www.icewarp.com/downloads/documentation/***
http://www.icewarp.com/downloads/ (use both ***Server*** and ***Clients*** tabs).

Requirements

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Hardware

IceWarp Server can run well on fairly modest hardware.

For a basic service (a few hundred user accounts), a Pentium class processor and 1GB RAM will suffice.

If you plan to have thousands of users, or expect heavy traffic, you should consider a multi-CPU system with Xenon processor or better, at least 2GB RAM, and a fast disk sub-system (SerialATA, SCSI).

RAID is beneficial only if you require top data integrity or if configured to maximize disk I/O speed.

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

Software

IceWarp Server installer is almost everything you need.

IceWarp Server runs on any server or desktop Windows OS.

IceWarp services are native 32-bit applications that can run on 64-bit systems in backward compatibility mode (you need to install 64-bit ODBC drivers to use database connectivity).

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

IceWarp Server uses either native or ODBC driver for database connectivity. IceWarp Server always supports only official/stable releases of database engines:

- ships with SQLite3 3.6.1 native support
- supports MySQL 5.1 via native driver
- supports Firebird 2.1 via native driver
- supports MS Access 2008, MS SQL 2008, Oracle 11, Postgre SQL 8

and lower using ODBC.

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

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

Networking

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

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

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

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

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

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

Installation Process

Installing IceWarp Server is a matter of of downloading the setup installer and launching it.

The installation wizard will ask you only if interaction is necessary.

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

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

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Run Installation Wizard

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

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

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

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

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

License Retrieval/Evaluation

To evaluate the software, obtain a free trial version from ***http://shop.icewarp.com/*** purchase system ***Get Free Trial*** section. You will receive 30 days of fully working, feature-unlimited version. You will be alerted about the trial counting down each time you run the Administration Console.

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

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

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

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

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

   Or

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



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

Administration Interfaces

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

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

This section introduces the interface.

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Overview

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

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

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

There are a couple of other ways to update IceWarp Server

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

  Download the package.

  Unpack the contents to any folder on your workstation.

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

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

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

- The WebAdmin interface

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

  Provides the same options as the Remote Administration Console application.

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

  Use a standard web browser to access ***http://yourserver:32000/admin***

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

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

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

Run it without parameters for syntax and examples.

The Console Menu Bar

The **File** menu

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

The **Accounts** menu

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

The **Bookmarks** menu

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

The **Options** menu

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

The **Help** menu

is where to go for additional information about the software.

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

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

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

Console Toolbar Customization

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

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

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

Saving Changes

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

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



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

Languages

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

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

Help

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

For further help:

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

Getting Your IceWarp Server Online

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Disable Demo Domain and Accounts

The server comes with a sample domain already created (icewarpdemo.com) with several users, to give you an idea of what the setup can look like and for testing purposes. Because they are assigned weak passwords, it's necessary to change them before the server is taken on-line.

- Start the Administration Console.
- Choose Domains & Accounts – Management node.
- Under the Management pane expand the icewarpdemo.com domain.
- Expand the Users list and select the User admin@icewarpdemo.com.
- Overwrite the password in the Password and Confirm fields and click Save.
- Repeat for users domainadmin@icewarpdemo.com and user@icewarpdemo.com.



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

Firewall and Routers

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

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

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

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

Port to be Opened	Protocol	Module(s)
25	SMTP	SMTP
465	SMTP (SSL)	SMTP
21	FTP	Control
990	FTP (SSL)	Control
80, 32000	HTTP	Control
443	HTTP (SSL)	Control
110	POP3	POP3
995	POP3 (SSL)	POP3
143	IMAP	POP3
993	IMAP (SSL)	POP3
5222	Jabber	IM
5223	Jabber (SSL)	IM
5229	GroupWare	GW
5060	VoIP	IM
5061	VoIP (SSL)	IM
10000 – 10063	VoIP stream	IM
1080	SOCKS	Control
161	SNMP	Control
389	LDAP	Control
636	LDAP (SSL)	Control
4069	Minger	Control
4070	Minger (SSL)	Control

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

Ping it from another computer.

Try tracert if ping is disabled by network settings.

Try accessing ***http://www.whatsmyip.com/*** from the server. Your IP address is displayed.

Dial-up Access

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

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

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

From the IceWarp Server Console:

- Navigate to System – Internet connection.
- Choose the Dial-up connection radio button.
- Click the Dial-up Settings button.
- Select your connection from the drop-down list.
- Enter your login and password details, and any connection options required by your Service Provider.
- Click Apply.
- Click Connect Now if you wish IceWarp Server to connect immediately.



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

DNS Records

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

Start – IceWarp Server – DNS Query Tool

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

"A" Record Test

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

Query: mail.yourserver.com

Type: Host address (A)

DNS: your DNS server's IP address

DNS Timeout: 5 seconds

Click Lookup.

The IP address of your IceWarp Server should be displayed.

"MX" Record Test

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

Query: yourserver.com

Type: Mail exchange (MX)

DNS: your DNS server's IP address

DNS Timeout: 5 seconds

Click Lookup.

Your IceWarp Server hostname should appear in the list.

Problems with DNS

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

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

Setup the SMTP Service

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

In the IceWarp Server Console, choose Mail Service – SMTP Service.

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

  Enter authentication details to the server with the following syntax:
  username%domain.com:password@ISPhostname.
- In System – Service, check that SMTP service is running.

  If not, select the service from the list and click Start button in the bottom, or right-click the service and choose Start from the context menu.

  If it doesn't start, it may be conflicting with another service running on its default port 25, typically Microsoft Messaging Server.

  Stop the service that's blocking the port.

Basic Security Recommendations

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

The following options should be checked:

- Closed Relay – in Security node – General tab
- POP before SMTP – in Security node – General tab

Advanced Security Recommendations

Security – DNS Tab

Use DNSBL (DNS blackhole list):

sbl-xbl.spamhaus.org (combined list)

bl.spamcop.org

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

Reject if originator's IP has no rDNS

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

Security – Intrusion Prevention Tab

Check Active.

Block IP address that...

gets denied for relaying

establishes number of connections in 1 minute: 6

exceeds RSET session count: 5

gets listed on DNSBL

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

Close blocked connections.

Server Diagnostics

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

Click Server Diagnostics, the following tests are performed:

- DNS server availability and address resolution.

- Primary domain MX record is configured properly.
- Internet connectivity by accessing the IceWarp ***website*** http://www.icewarp.com.
- Internet (SMTP, POP3 and Control) services running.
- SMTP message transfer, by sending a test message to itself.

All tests should be successful.

Any failing test should be investigated.

Creating Domains and Accounts

Create New Domain

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

- Select Accounts – Create New – Domain from the Main menu.
- Enter the new Domain name.
- Enter a short description.
- Select Type > Standard.
- Specify an email address for the Domain Administrator account, which will be used by the system for notification emails and system reports.
- Press Save.

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

Primary Domain

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

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

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

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

or

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



TIPS

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

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

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

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

Dial-up Access to ISPs Mailboxes

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

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

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

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

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

Create Administrator Account

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

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

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

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

To set up your administrator account.

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

Create New User Account

Creating a new user account is the same process as described in **Create Administrator Account** (on page 19), except that you choose ***Standard*** from the **Permissions** drop-down box.

Setup Email Client

Follow these guidelines to set up an email client (MS Outlook, Eudora, Pegasus, etc.).

- Outgoing server – your IceWarp Server hostname.
- Incoming server – your IceWarp Server hostname.
- User ***Name*** – the user account ***Username***.

  NOTE: You can set IceWarp Server to require the full email address as a user name (in Domains & Accounts – Policies – Login Policy – Login Settings).

- Server ***Type*** – select POP3 or IMAP as you prefer. POP3 downloads messages to your client for reading whereas IMAP requires a direct connection to the server.

  POP3 downloads message to your client for off-line reading (suited for dial-up connection), whereas IMAP keeps messages on the server including sent items and multiple folders (suited for permanent connection).

  Be aware that this setting should match the **Mailbox – Type** you chose for a user.

- SMTP Authentication – see the **Console – Mail Service – Security – General** tab. If you have ***POP before SMTP*** unchecked, client will authenticate with username and password (same as for POP3). This is the recommended setting.

Before Contacting Support

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

- Review TCP/IP settings.

  Ping your mail server. If you get any packet loss, the problem may lie within your network.

- Telnet your server at port 25.

  You need to have telnet access enabled for this test. If you are able to ping but not telnet, the problem may be with your firewall.

- Review client settings.
- Check firewall settings.
- Check DNS resolution.

  Ping your DNS servers from your IceWarp Server (do you get any packet loss)?

  DNS server response time is crucial for processing heavy email traffic. And maybe choose a different server or add another one to the list in case the first one timed out.

  Use the supplied **dnsquery.exe** tool to test it as described earlier.

  Try using another DNS server, just google for "public DNS server".

- Check server diagnostics:

  Services node – ***Server Diagnostics*** button

- Check licensing:

  Help menu – ***Licenses***

- Check logs:

  Status – Logs, look in the ***Error*** log, ***SMTP*** log, ***Web/Control*** log, ***POP3*** log

- Restart services.
- Restart the server.
- Disable additional features that might be incorrectly configured, one by one to attempt to isolate a cause.
- Uncheck ***Active*** in these tabs:

  Rules – Content Filters

  IceWarp Anti-Spam – Greylisting

- **Mail Service – Security – DNS** – ***Use DNSBL***
- Check disk:

  Use ***chkdsk c: /f*** to check your disk for possible bad sectors and repair them.

Technical Support

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

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

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

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