

Instant OGo 2

The Groupware Linux.

Administration Manual

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1 Introduction

Instant OGo Groupware Linux is a comprehensive communication and groupware solution. It is useful for any kind of work groups in small and middle-sized businesses or organizations with up to 500 workstations.

Users can work closely together over the Internet or company LAN using any e-mail client and web browser. From e-mail and group calendaring to contact sharing and document management, it delivers the functionality team players need to augment their organization's deliverables.

Instant OGo is a Linux distribution focused to business e-mail and collaboration. It provides the necessary infrastructure for mission critical communication services, stable, secure, and powerful.

The open architecture of Instant OGo constitutes the basis for its excellent function scope, flexibility, and user friendliness. From an operating system, database, e-mail and web server to calendar and groupware server with many useful collaboration features - Instant OGo is a highly integrated all-in-one solution.

The manual is targeted at administrators and provides information about the installation using the graphical installation program, the web-based server administration, the configuration of the Groupware and the configuration of external e-mail clients.

This manual applies to release 2.0 of Instant OGo Groupware Linux. If you are using an older version, we strongly recommend an upgrade to ensure access to the latest supported features.

This manual describes the features of Instant OGo's Advanced Server Edition (ASE). If you are using an other edition of Instant OGo, it may be that some features explained here are not available in your installation. Please refer to the Internet at <http://www.instantogo.com/> to learn about the differences between particular editions.

We wish to thank the developers of the Instant OGo Groupware Linux: Frank Reppin and Andreas Scherbaum. Our thanks also goes to all participants and beta testers: Silke Schwabe, Nico Balke, Mario Daleszynski, Frank Patzig, Danny Hesse, Alexander Nikitin, Jens Münster, and the product manager Jens Enders.

Furthermore, we especially want to thank the OpenGroupware.org-Community as well as Helge Heß, Marcus Müller and Björn Stierand for the support during development.

In addition we would like to thank the employees of Codeon GmbH Sergio Sánchez Maffet and Georg Wallmann for the excellent team work.

2 Support, Maintenance and Services

2.1 Free Installation Support for 30 Days

Instant OGo is the first Linux distribution that allows you to set-up a professional e-mail and groupware solution without any Linux know-how.

Nevertheless, when you need any help please contact our technical support group at support@skyrix.com. Provide your customer data, including the purchase date and purchase number of our on-line shop or any similarly reference number applicable, before describing your problem.

SKYRIX Software AG provides 30-day free e-mail support for installation and configuration. This support is intended to help with the basic installation of the system but not as training or entering guide to the Linux operating system. The free support is available M-F 9-5 PM CET, except public holidays.

Beyond it, annual support contracts, professional services and trainings are available from SKYRIX Software AG. Please refer to the Internet at <http://www.skyrix.com/> to learn about the different offers. Please send your request by e-mail to sales@skyrix.com to get a customized quote.

Contracted customers receive 24x7 e-mail support as well as telephone support during business hours.

The free installation support is for registered customers only. If you need support for a trial version of the software our technical sales group will help you. Please contact them at sales@skyrix.com.

2.2 Software Maintenance

The purchase of Instant OGo Advanced ServerEdition (ASE) includes active software maintenance for a duration of 12 or 36 month. It covers the following services:

- Fixes and patches for all packages included on the installation medium to correct critical defects (security, data loss) of the Instant OGo Groupware Linux Server 2.
- Miscellaneous software updates with enhancements and improvements (about three to four new releases annually).
- You will be informed about patches and updates by the SKYRIX Enterprise Support Services by e-mail.
- Patches and updates are available for installation using built-in software maintenance module.
- Support for installing the patches by SKYRIX Enterprise Support Services is available should it be required.

At time of purchase of a Instant OGo ASE product you get a registration code. This code defines the maintenance period. Optionally you may extend the maintenance through our update service. That way, you will have a stable and well-tested system at all times.

3 Preparing for Installation

3.1 Choosing a Host Name, Domain and IP-Address

The Instant OGo Groupware Linux server needs a static IP address valid for your network. If necessary, please ask your network administrator for the IP address, net mask, standard gateway and domain name server (DNS). You will need this information to complete the installation process.

Consider the name of your Instant OGo Groupware Server carefully. Changing the host name or the domain name after installation is very time-consuming and error-prone.

Even if your server is not connected to the Internet, assign it a reasonable domain name. The faultless operation of your e-mail and groupware server is depending on a sensible domain name.

3.2 Network Topology

Review your network layout before beginning the installation. It is crucial whether your server is to be configured with one or more network interfaces and which interfaces types (Ethernet, modem, ISDN) are used. Different scenarios are conceivable.

We recommend to run the Instant OGo server equipped with just one Ethernet network card. The server should be located in a Intranet, which is connected to the Internet via a router. The manual describes this layout (see Figure 1: Instant OGo in the Intranet).

The router configuration is usually specified by your Internet provider.

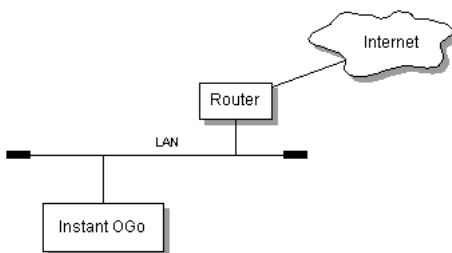


Figure 1: Instant OGo in the Intranet

The Instant OGo Server should have its own static IP address from the private subnet. It can connect to the Internet via an accessible router in the local network. The default gateway in this layout is the router's address.

If you run a name service in your local network that can resolve other external addresses you may use it for Instant OGo too. If no other DNS is accessible, the router have to provide this service. In this case the router can simply forward all local DNS requests to the provider's name server. Configure your router accordingly and enter the routers IP address as DNS for Instant OGo.

Your provider have to configure a `MX-record` for your domain, so that e-mails from the public can reach your new mail server. The `MX-record` mostly points to the public IP address of your router and the router must be configured to forward incoming e-mail connections (SMTP) to your mail server. Usually, you must enter the provider's relay host to send e-mail to the Internet.

The router is commonly used as firewall too. At larger local networks it is mostly indicated to protect important servers using a demilitarized Zone (DMZ) (see Figure 2).

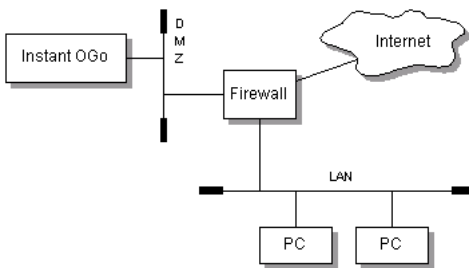


Figure 2: Instant OGo in a DMZ

Note:

The Instant OGo server includes a built-in firewall software, which can be activated during installation. This firewall is only intended to protect the Instant OGo server itself.

Configurations other than those listed are possible. If you need support during the design or planning stage, simply write an e-mail to support@skyrix.com. We help you gladly, fast, and uncomplicated.

3.3 Migrating from Legacy Server

If you want to migrate your data from a legacy server please contact sales@skyrix.com to getting support fast.

SKYRIX Enterprise Support Services have experiences with the migration of different source systems, for example Instant OGo Groupware Linux 1.1, SKYRIX Groupware 4.1, SuSE Linux eMail Server 3.1, SuSE Linux Openexchange Server 4 and Microsoft Exchange 5.5.

There are tools and partially automated processes to transfer the data and configuration to the new Instant OGo Server, which we should adopt also with you.

Please send us an e-mail to sales@skyrix.com to seek technical advice without obligation.

4 Installing the Operating System

4.1 Booting from the CD-ROM

Insert your CD-ROM into the CD-ROM drive and boot the computer. Instant OGo Groupware Linux should now be loaded for installation.

Note

If the computer does not boot from the CD-ROM, change the computer's BIOS settings. Usually, access the BIOS setup by pressing either "Del" or "F1". Possibly your server uses also another combination of keys. If necessary please take a look into the documents of the manufacturer.

4.2 Choosing the Display Mode for Installation

Initially, you will be asked to select between graphical or text mode installation:

- to install or upgrade in graphical mode, press the <ENTER> key
- to install or upgrade in text mode, type: linux text <ENTER> .
- Use the function keys listed below for more information.

Boot: _

If it is your first installation we recommend the graphical mode, which is described only in the following chapters. Press "Enter" to start the graphical installation.

The welcome screen of the graphical installation program "Anaconda" opens and the installation begins. If you are ready to start press "Next".

4.3 Language Selection

The default installation language is "English". If you want, select an other language to use during the installation and in the installed system. This can be changed later, if needed. Confirm your selection by pressing the "Next" button.

4.4 Keyboard Layout

The default for the keyboard layout is "U.S. English". Choose the desired keyboard layout if needed and click "Next".

Hint

Test special characters, e.g. 'Z' and 'Y' to verify that the layout is correct.

4.5 Choosing the Kind of Installation

If you try to install over an existing Instant OGo installation, Anaconda let you choose to completely reinstall or update the existing installation.

Note

If you already run a working Instant OGo Server, that should get an update, primarily use the software maintenance feature in the online mode.

Warning

Save all data to an external medium before installing the Instant OGo Groupware Linux. SKYRIX Software AG is not responsible for data lost during the system update.

4.6 Partitioning

Using Linux, the available disk space have to be divided into sections, called “partitions”. Please note that you need at least one root partition (“/”), because the installation program need to know its target

You may create partitions manually or automatically. Automatic partitioning sets partitions for root (“/”), boot (“/boot”) and swap with sensible partition sizes. You also can customize the partitions once they have been created.

It can be wise to partition the hard disk manually when installing the Instant OGo Groupware Linux, to place, for example, “/var” on its own partition. Instant OGo Groupware Linux saves all e-mails and log files in the “/var” directory. Placing this on a separate partition prevents a sudden increase in mail load from influencing the function of the basic system.

4.6.1 Automatically Partitioning

For automatic partitioning you just need to choose how to use the disk space from the popup menu. This gives you the choice to retain possibly existing partitions on your hard disk.

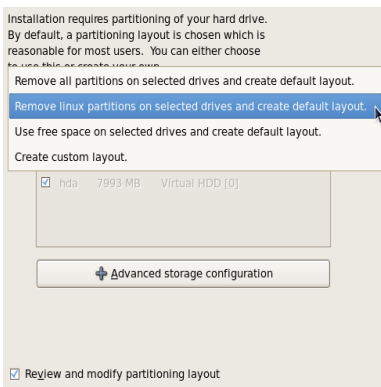


Figure 3: Choosing how to use the disk space

We **recommend**, that you let make the automatic partitioner a suggestion for partitioning first, and review (and modify if needed) the partitions created from here. Select the lowermost checkbox at the screen (see Figure 3).

4.6.2 Manually Partitioning

If you are an experienced Linux administrator you may choose the manually partitioning from scratch. You can manually add, delete, and edit partitions on your hard disks.

The partitioner lists the hard disks and all current partitions or suggested partitions respectively. The size, file system type and mount point for partitions are listed. The mount point describes where the partitions are attached in the Linux directory structure. Remember, that you need at least a root partition (“/”).

The following file system types are available:

Table 1: Partitioning: File System Types

File System Type	Description
ext2	The ext2 file system (Second extended file system) has the longest history in Linux and is known to be a well-tested and stable file system. File names may consist of up to 255 characters. The maximum partition size is 2 GB.
ext3	With a larger volume of data and larger hard disks, it is usually advisable to use a journalling file system like ext3. The journal prevents the damage of meta data.
LVM physical volume	The Logical Volume Manager (LVM) generates a virtual view on the available disk space and offers the advantage of a flexible adjustment. Logical partitions can be extended subsequently by adding an additional hard drive.
Software RAID	A RAID system serves the increase of data security primarily by redundancy.
SWAP	The swap space is a area on a non removable disk for paging out parts of the main memory.
vfat	Vfat is the file system of partitions, which are used by MS Windows.

A suggestion for how to simply partition the Instant OGo Groupware Linux Server can be found in the following table.

Table 2: A Suggestion for Partitioning

Partition	Suggestion
/boot	A boot partition of approximately 100 MB on which files needed to boot the Instant OGo Groupware Linux can be saved. Use “/boot” as its mount point and choose “ext3” as file system type.
<swap>	A swap partition twice the size of your main memory. Use “swap” as file system type.

Partition	Suggestion
/	A root partition on which to store all system data, such as programs and configuration files. A minimum of 2 GB is required for the Instant OGo Groupware Linux, as approximately 1.5 GB of software will be installed and enough disk space for temporary files is needed. Use "/" as mount point and choose "ext3" as file system type.
/var	A separate partition for "/var" is recommended. The Instant OGo Groupware Linux Server stores all variable data (e-mails, groupware database, documents, log files, etc.) in the "/var" directory. Placing this on a separate partition protects the basic system in case of a sudden increase in load. Make sure this partition is large enough. Use "/var" as mount point and choose "ext3" as file system type.

Note

You can create up to four primary partitions or three primary partitions and one extended partition (LVM, physical volume partition). Once you have created one (or more) physical volume partitions, select LVM to create one or more LVM logical volumes. Remember, that it isn't possible to boot from a logical volume.

4.7 Boot Loader Configuration

The boot-loader is made to load enough other software for the operating system to start. Instant OGo Groupware Linux comes with GRUB, a multiboot boot-loader software package from the GNU project. It serves most commonly to allow dual-booting of two or more operating systems installed on a single computer.

Warning

If you use an existing boot partition and you do not want to overwrite your current boot loader, select "change boot loader" and check "Do not install a boot loader".

You can configure the boot loader to boot other operating systems. To add additional operating systems, which are not automatically detected, click "Add". An additional window appears, that allows to enter the label and device (or hard drive and partition number) from which it boots.

4.8 Network Configuration

To access the server via the network you need to configure the network interface. Any network devices you have on the system are automatically detected by the installation program and shown in the “Network Devices” list.

Note

If no network configuration request appears, then the installation program couldn't detect any network device. Please verify, if your server is equipped with a compatible network card. In case of doubt refer to our technical support group.

4.8.1 Configuring the Primary Network Device (eth0)

Your server should be equipped with a single network device (see chapter 3.2 Network Topology). If so, the list of network devices contains the one and only entry for “eth0”.

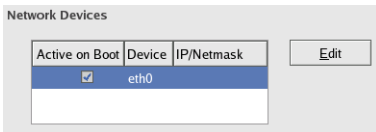


Figure 4: Network Interface Selection

To configure the network device, first select the device, choose to make the device active at boot time and then click “edit”.

4.8.2 IP Address and Netmask Information

The Instant OGo Groupware Linux Server needs a static IP address. That's why a basic configuration with automatic address assignment via DHCP will not work. This only works if there is a DHCP server present in the network that is configured to assign the same IP address and host name to the Instant OGo Groupware Server every time.

It is recommended to assign a static IP address during the installation. Select the “Activate on boot” checkbox and enter the IP address and the netmask manually.

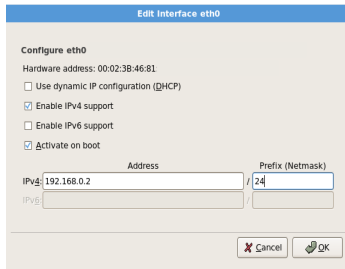


Figure 5: Edit Interface eth0

4.8.3 Configuring Host Name, Gateway and DNS

Each computer in the network bears a computer name (host name). It is recommended to assign manually a full qualified host name that includes a valid domain part.

Enter the IP address of your routers local interface as Gateway as well as the IP address of an accessible DNS server.

The entries for the secondary and tertiary DNS are optionally. These are requested only when the primary DNS server doesn't responds.

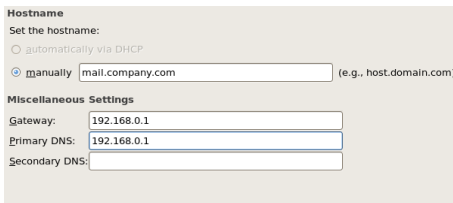


Figure 6: Hostname, Gateway and DNS

4.9 Selecting a Time Zone

This screen allows you to specify the correct time zone for the location of your computer. Specify a time zone even if you plan to use NTP (Network Time Protocol) to maintain the accuracy of the system clock.

To select a time zone using the map, select the yellow dot that represents the city nearest to your location. When you place the arrow on a dot, Anaconda displays the name of the city below the map. Once you select a dot, it becomes a red X to indicate your selection. To select a time zone using the list, select the name of the city nearest to your location. The cities are listed in alphabetical order.

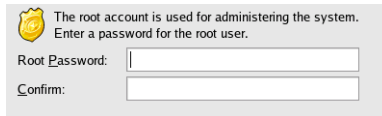
If Instant OGo Groupware Linux is the only operating system on your server, select System clock uses UTC. The system clock is a piece of hardware on your computer system. Instant OGo uses the time zone setting to determine the offset between the local time and UTC on the system clock. This behaviour is standard for UNIX-like operating systems.

4.10 Set the Root Password

Instant OGo Groupware Linux uses a special account named “root” for system administration. The “root” account on every Linux system is not subject to any restrictions. As the system owner or administrator, you may sometimes require unrestricted access to configure or modify the system. In those cases, use the “root” account.

Hint

Don't forget to remember the root password! You will need it, when you want to change some system settings.



The root account is used for administering the system.
Enter a password for the root user.

Root Password:

Confirm:

Figure 7: Set the root password

Warning

Avoid logging in to Instant OGo as root when possible. Any administration tools which require root privileges will prompt you for the password.

4.11 Package Group Selection

The installation program uses the “Instant OGo” package group selection by default. It contains all packages needed to run the Instant OGo Groupware Linux. All packages will be installed preconfigured. In this stage you don't need to customize anything.

It isn't recommended to choose the “Customize now” option. This option may be useful for some testing and development purposes.

If you uncheck the “Instant OGo” package group, only the essential packages will be installed to create a bootable system.

Make sure “Instant OGo” is marked and select “Next” to proceed. Instant OGo checks your selection, and prompt you for starting the installation.

4.12 Starting the Installation

The “About to Install” screen appears.

No changes are made to your computer until you click the Next button. To return to previous screens to make different choices, select Back. To abort the installation, turn off the computer.

Click "Next" to begin the installation. The installation will take, depending on the software selection and the speed of the system, between 15 and 30 minutes.

Warning

If you abort the installation process after that point, the Instant OGo system will be incomplete and unusable.

After installation completes, select Reboot to restart your computer. Instant OGo installation program ejects any loaded discs before the computer reboots.

4.13 System Setup

The Setup Agent launches the first time that you start a new Instant OGo Groupware Linux system.

You may use the Setup Agent to configure the system for use before you log in. All items are preconfigured with reasonable default values. So it's save to skip this dialog by clicking the Exit button.



Figure 8: Click Exit to skip the Setup Agent

Your Instant OGo Groupware Linux system is now accessible via the network. Login at the Linux text based console is normally not necessary for the further administration. All remaining settings can be made using a web interface.

However, the subsequent sections contain information about the configuration options provided by the Setup Agent

4.13.1 Firewall Configuration

The firewall built into Instant OGo Groupware Linux checks every incoming and outgoing network connection on your server against a set of rules. These rules specify which types of connections are permitted and which are denied. By default the firewall is enabled, with a simple set of rules that allow connections to be made from your system to others, but block incoming connections from other systems. You may make changes on this screen to deny access to specific network services on your Instant OGo system. To deny access to services listed on this screen, deselect the check box next to the service name.

We absolutely recommend to enable the firewall.

Warning

If you activate the "No firewall" check box, it provides complete access to your server. It will be easy for hackers to access your system, since no security checks are accomplished. You should select this configuration only if you are sure to be in a safe subnet (Intranet) or if you want to accomplish the firewall configuration later.

Normally all listed services are needed. If you deactivate individual services, it could lead to implications in the later operation.

Below the services are described briefly.

4.13.1.1 Secure Shell (SSH)

If you want to log into and executing commands on your server over the network using a secure encrypted communication you need to enable this service (Port 22).

4.13.1.2 Web Server (HTTP, HTTPS)

The web server is an essential part of the Instant OGo Groupware Server. Most groupware data are made available to the users using web pages. That's why it is necessary to allow at least one of these options. HTTPS, is the standard that signals the browser to use an added encryption layer to protect the traffic (Port 80, Port 443).

4.13.1.3 Cyrus Server (POP3, POP3S, IMAP, IMAPS)

Users can access mail through the IMAP/IMAPS or POP3/POP3S protocols. It is recommended to allow all these options and let the client choose its suitable protocol. Local e-mail clients may use the POP3 (Post Office Protocol v3) to retrieve email from the server. IMAP (Internet Message Access Protocol) is a modern alternative to POP e-mail retrieval protocol. It is often used in large networks. IMAP allows users to access new messages instantly on their computers, since the mail is stored on the server. With POP3, users have to download the e-mail to their computer. We recommend to use IMAPS. (Port 110, Port 995, Port 143, Port 993).

4.13.1.4 Mail (SMTP)

Simple Mail Transfer Protocol (SMTP) is the de facto standard for e-mail transmission across the Internet. Usually this service should be active. It can be deactivated if you adopt a tool like Fetchmail and the e-mail clients of your users can access an other SMTP server for outgoing connections (Port 25).

4.13.1.5 MS Outlook Connector (ZideLook)

If you want to use Microsoft Outlook as groupware client, you need the ZideLook plugin for the Outlook workstations. Activate this service to allow your Outlook users connecting to Instant OGo's groupware data using the ZideLook plugin (Port 8050).

4.13.1.6 Palm Network HotSync (NHSD)

Instant OGo features the synchronization of users appointments, contacts and tasks with their Palm PDA devices. This service have to be activated if any user want to use Palm HotSync (Port 14238).

4.13.1.7 Instant Messaging Server (Jabber)

Instant OGo Groupware Linux can be used also as company-wide instant messaging server. Activate this service to allow this feature (Port 5222).

5 The Administrative Interface

The Instant OGo Groupware Linux provides a convenient web front end for configuration and administration. Use it to manage users, groups, permissions and to configure the various services provided by the server.

The software can be run from a standard web browser on a network-connected computer by visiting the web site at `http://{your server here}/OpenGroupware`. A centralized server handles authentication (login) for the groupware. You can access the interface using `http` or `https`.

For example:

`http://192.168.0.2/OpenGroupware/`
`https://mail.company.com/OpenGroupware/`

5.1 The Groupware Administrator „root“

To manage the Instant OGo Groupware Server as the groupware administrator, log in with the user name “root”.

Attention

As long as there isn't any password assigned to the groupware account “root”, you are logged in automatically as the groupware administrator.

Note

Using the Instant OGo web interface for server settings, the groupware administrator “root” can manipulate parts of the underlying Linux operating system. But keep in mind, that the groupware administrator “root” is different to the system administrator “root”, the super user of the operating system.

5.1.1 Set a password

The first step is to set a password for the groupware administrator. Select the “Preferences” entry from the down left menu and click “edit password” at top right. Because the “root” account may potentially control important parts of the system, use the following guidelines to create a good password:

- Use a combination of upper-case letters, lower-case letters, numbers, punctuation and other characters.
- Do not use a word or name. Obscuring the word or name with substitute characters is not effective.
- Do not use the same password for more than one system.

5.1.2 Select a different language

The default language for the “root” account is English. You may change this using “Display Preferences”.

If necessary choose “Display” from the list of application preferences and select your language. It becomes active in your next session. Click “Logout” in the down left menu and login again.

Note

The display defaults to English for parts missing a translation to sessions activated language.

5.2 User- and Resource Management

Instant OGo Groupware Linux comes with its own user management module. All accounts and teams (groups) are stored in the groupware database.

Access to the communication services (in particular e-mail and instant messaging) and groupware data (calendar, contacts, tasks, documents, ...) can be managed by the user management.

Select the “User Manager” entry from the main menu. There are tabs to manage accounts, teams, resources and domains.

Table 3: User Management Sections

Tab	Functions to ...
accounts	create users and user templates
teams	create and manage work groups
appt. resources	define resources (e.g. rooms and cars)
session logs	configure virtual domains
domains	overview about user sessions

Note

For user authentication, Instant OGo can refer to an existing LDAP directory service. However, such a configuration is not supported so far by the Web interface.

Please contact our technical support team, if you need assistance with manual configuration of LDAP authentication.

5.2.1 Create User Accounts

After installation, there are two existing accounts: the groupware administrator “root” and the standard user profile “template”.

Hint

Before you start to add a lot of accounts with similar settings, you should learn in the next section about the ability to add template users. They can certainly come in handy for you.

Select the “accounts” tab and click the “new” button in the top right corner to open the account editor. It presents a form with two sections to enter important user information.

The first section is to fill in general account information and the second section contains fields to enter users data regarding installed communication services, first of all e-mail.

Here is the meaning of the fields:

Table 4: Account-Editor: General Information

Parameter	Description
Login	The user name (UID) for the account The UID may only contain lower-case letters and may not contain special characters or blanks. It must be unique in the system.
Name	The surname of the account
First name	The first name of the account
Nickname	A optional nickname or initials for the account.
Email1	This is an optional field, but it may only contain a valid e-mail address, e.g. <code>login@company.com</code> or <code>firstname.surname@company.com</code> . For other users, this is the visible e-mail address of the contact. Furthermore it is for identification if users want to schedule meetings using external clients like MS Outlook. If this address is in the own domain, it is created by default as an e-mail alias to accounts mailbox. You may add more aliases later.

Parameter	Description
Teams	<p>This is to assign users to existing groups, for example, to make the permission management of folders easier or to create a mailing list.</p> <p>All existing teams are displayed. To assign the user as a member click the check box next to the team name.</p> <p>The teams “all intranet” and “news editors” are created during installation. These teams define certain roles.</p> <p>all intranet All regular users should be a member of “all Intranet”. It defines the intranet-wide public data space. It isn't possible for users to access public data using external clients like MS Outlook if they aren't a member of “all intranet”.</p> <p>news editors Members of this group may modify the groupware welcome screen and add news.</p>
Locked	The user is denied to login if this is checked. You may activate the account again at any time.
Template User	This is the profile (“template user”) the user is assigned to. You may create different profiles for your user base. This is done at the accounts tab too using the “new template user” button, which is described in the next section.
Location Team	Locations are special teams you may define using the team editor. (see chapter „Create Teams“)

The second part of the accounts editor contains fields for extended attributes needed for communication services like e-mail.

Each parameter may have a default value defined by the applied user profile (“template user”). You may click at any time on the arrow directed backwards to restore the default values. Moreover you may allow or deny the user to change a particular value by himself.

The following table describes the available form fields.

Table 5: Account-Editor: user related parameter for standard communication services

Attribute	Description
Export account	<p>The Instant OGo configuration database contains several objects which can access the OGo account and team database to create user related settings for server-side services, e.g. e-mail aliases.</p> <p>If you want the configuration database to include this user for generation of server settings, select the check box. For a regular user this check box should be activated.</p>
Mail quota	<p>This option allows to limit the space available for users mailboxes on an individual basis. Enter an integer number for the quota in Megabyte.</p> <p>To delete a quota setting enter -1 to the text field.</p>
Virtual Addresses	<p>Creates virtual names for users mailbox (e-mail alias)</p> <p>Users default e-mail address is <code>login@company.com</code>. In addition the server creates an alias for the above entered e-mail address "Email1". Furthermore you may define automatic e-mail aliases using the virtual accounts module of the "Server Settings" application, e.g. like <code>firstname.surname@company.com</code>.</p> <p>If you need more individual e-mail aliases for the account, enter each per line to the text.</p> <p>To allow the user to change this parameter of its profile by himself, select the check box "editable" next to the input field in question.</p>
Local domains	<p>If you want to set up Instant OGo as a multiple domain mail server, this is the dialogue to assign your users to the local domains the mail server is responsible to. (see Figure 9)</p> <p>Note Before you can assign any domain name you have to configure the list of valid domains at the user managers "domains" tab. (see 5.2.6, Multiple Domain Capability)</p> <p>Hint Assign at least the main domain to the user in order to have all e-mail alias creation functions available. (see 5.3.5, Configure Virtual Accounts)</p>

The screenshot shows the 'Account-Editor' interface. At the top, there are fields for 'Email 1' (steve@apple.com), 'Locked' (checkbox), 'Template User' (dropdown), and 'Location Team' (dropdown). Below these are 'Teams' checkboxes for 'all intranet' and 'news editors'. The 'Export account' checkbox is checked. 'Mailquota' is set to 200 Megabyte. 'Virtual Addresses' is set to ceo@apple.com. The 'Local domains' section contains a table with two columns: 'selected local domains' and 'local domains'. The first column lists 'apple.com' and 'pixar.com'. The second column lists 'mac.com' and 'next.com'. Between the columns are arrows for moving items. A red circle highlights the 'password' button at the bottom right of the interface.

Figure 9: Account-Editor: Assign local domains

Click the “**password**” button to save the new user account and assign a password to the new user. This need not be a very secure one as the user should change it after the first login.

Attention

As long as no password is assigned, the user does not have access to his mailbox.

After saving, the new account is listed. Select the login (UID) to verify the settings displayed at the account viewer. Click the “edit” button to modify the settings.

Note, that you may edit all **application defaults** related to the user. (see Figure 10).

Hint

It is recommended to make the preference settings in a user profile (template user) to avoid entering identical information repeatedly (see 5.2.3 Create Template User)

Select “Display” preferences to make general settings, regarding language and time zone for the user. These parameters affect all groupware applications. Beyond it, each application provides its own editable user defaults. Altogether, there are far over one hundred parameters. Simply give it a try, the meaning of the defaults should be self-describing as far as possible.

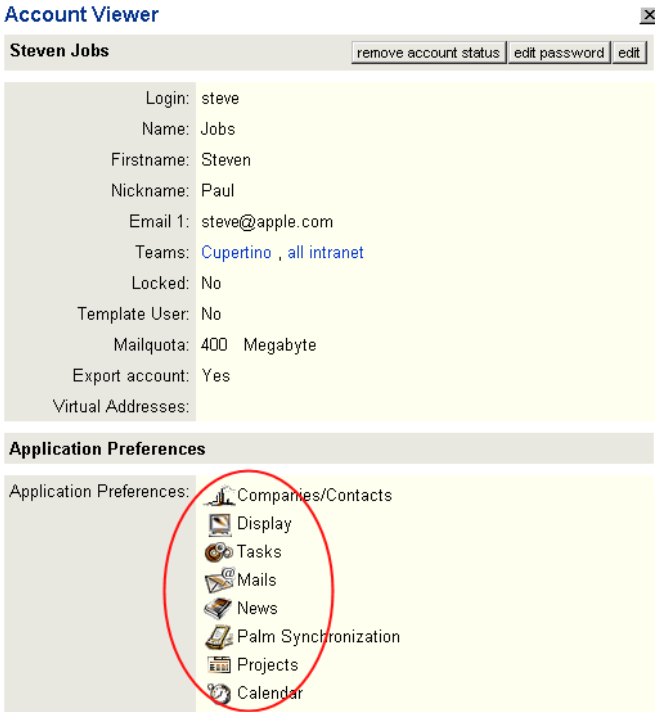


Figure 10: User-related Preferences of Groupware Applications

The groupware administrator can give a deviating default value for each parameter and he can define if the user is allowed to modify it.

If you have a question to any application preference, don't hesitate to drop an e-mail to our technical support team.

5.2.2 Delete User Accounts

The groupware administrator may delete user accounts, as long as this does not lead to inconsistencies in the database. If it is possible to delete a user account, the account editor displays a "delete" button next by the "save" button. The mailbox of the user is not deleted thereby.

The deletion of user accounts is not recommended. Instead the "account status" should be only removed from the user record. In this way, a former user remains as contact record in the groupware database and it remains possible to track its activities hindsight.

5.2.3 Create Template User

In order to minimize the effort with setting-up new accounts, you should create a profile for each user class. Profiles are called “template users”. They serve reasonable default values for each application preference.

To create a new template user, choose “User Manager” from the main menu and click the “new template user” button in the top right of the screen. Enter a name for the new profile in the field labelled as “Login” and click save.

Warning

*Be aware of the constraint, that **template users can not be deleted** !*

The account viewer shows the template user and its list of application preferences. Now, you may modify each of them separately to form an appropriate profile for a user class (see the preceding chapter “Create User Accounts”).

Hint

*When you create a new user account, the **settings** of the assigned template user aren't **copied but linked** to the account record. This yields to the advantage, that changes at the profile also later affect themselves for all users of this profile, as long for the individual user no own values became pre-set.*

Be carefully when you are about to change template users. Changes affect existing user accounts so far they still referring to the default values.

5.2.4 Create and Manage Teams

To create a group of user accounts (team) choose “User Manager” from main menu and select the “teams” tab.

The functional structure is similarly to the tab “accounts”. To create a new team click the “new” button. The team editor opens displaying a form with following fields:

Table 6: Input fields of the team editor

Attribute	Description
Name	A short unique identifier for the group.
Email	The teams e-mail address. Hint: <i>You may adopt this address to an e-mail alias for a shared mailbox or for a distribution list.</i>
Location Team:	You may define this group as “Location”. With users group

Attribute	Description
	assignment several locations are mutually exclusive. That means an individual user may have a maximum membership of one location team. There may be additional functions with location teams.
Search Accounts	Search for user accounts and select the check box next to the accounts name to assign it as member of the team.

5.2.5 Configure Resources

With the tab “appt resources” you may create your operational resources. Resources can be booked using the scheduler application. In addition a resource planner application is available to provide a quick overview of all operational resources.

Click the “new” button of the “appt resources” tab to create a new appointment resource and fill in the name of the new resource to the form.

You may assign a user as the “manager” for the resource by entering its e-mail address to the “Email” form field. If so, he will be notified about a resource allocation automatically via e-mail.

This function can be very helpfully, if the allocation involves activities, e.g. preparation of a conference room with beverages.

Edit Appointment Resources

Name:

Email:

Email Subject:

Notification: before

Category:

Figure 11: Create a Resource

If you have more than one instances of an operational resource you can group them to categories. In example you may combine all your meeting and conference rooms to a category called “meeting rooms”.

To create a new resource category simply select “new category” entry of the “Category” pop-up and enter a name for the new category in the text field next to the pop-up.

Afterwards, the new resource category appears in the pop-up menu and can be assigned to any resources.

5.2.6 Create Virtual Domains (Multiple Domain Capability)

Instant OGo Groupware Linux supports an arbitrary number of virtual domains and users. It can also differentiate between users of all domains.

Insert into the text area all domains you later want to configure to receiving e-mails for (see chapter 5.3.1, Configure the Mail Server (MTA)).

In example `company.com` might be the primary domain with virtual domains like `company.de` and `company.eu`. Or you may create project-related domains.

Make sure that only one domain name is entered per line.

Note

You declare the list of valid domains here, that is used by the user management too. (see Table 5, Account-Editor: user related parameter for standard communication services, parameter „locale domains“)

Hint

Declare your primary domain name even if you want to configure e-mail receipt only for this single domain, so that you later can use all functions for generation of e-mail aliases.

5.3 Server Settings

The Instant OGo Groupware Linux provides a convenient web-based interfaces for configuration and administration of the various communication services provided by the server.

Note

The available count of listed configuration modules can differ depending upon installed Instant OGo version.

Each module is equipped with a editor page to edit the attributes of the corresponding service. There is a introductory explanation text displayed on each module page. Furthermore, the web front-end provides a helpful comment to each attribute configurable. You have to click “save”, to store changed values in the database.

If you are about to accomplish complex changes there may be multiple configuration modules involved. That's the reason, saved values aren't immediately applied. To start the activation process, click the “export” button in the top right corner of the configuration databases main page (s. Figure 12).

If necessary, the activation process restarts the services to apply changes of configuration.

Warning

Because the activation process may restart services, user sessions can be interrupted and session information can be lost. That's why, make your changes during announced maintenance time frames only!

Note

The activation process doesn't restart the groupware daemon itself. Changes that require to restart OpenGroupware.org are indicated accordingly.

If necessary, you can trigger the restart of OpenGroupware.org by clicking the “restart” button. The restart may take up to one minute. During this limited time frame the login to the web front-end isn't possible.

Server Settings ✕

Configurations

Last Export: 2007-05-23 15:18:03 -0000
 ext_path /var/lib/opengroupware.org/instantogo/configdb/rollout

The configuration database contains several objects which can be used to manage the respective configuration files for Unix standard tools and daemons in a dynamic way. Most objects can access the OGo account and team database to reduce redundant storage of configuration data. Behaviour and options are specific to the respective object. Please note, that the settings saved in this database are applied by clicking the "export" button.

Configuration Database				<input type="button" value="restart"/> <input type="button" value="export"/>
name	explanation	export-status	server-status	
Mailboxes	Cyrus-Quota settings	OK	running	
MTA	Mailserver main configuration	OK	running	
Defaults	Instant OGo Default settings editor	OK		
Teams	Postfix Virtual: OGo Teams	OK		
Updates	Instant OGo software maintenance configuration	OK		
Logfiles	Instant OGo logfile viewer	OK		
Accounts	Postfix Virtual: OGo Accounts	OK		
Zitelook	License configuration for MS-Outlook support	not configured	running	
Amavis	mail virus/spam scanner configuration	OK	running	
LDAP-Addressbook	LDAP Address Book Config	OK	running	
LDAP	LDAP Config	OK		

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Figure 12: Configuration Database Main Page

5.3.1 Configure the Mail Server (MTA)

Instant OGo Groupware Linux comes with Postfix as MTA (Mail Transfer Agent). Postfix is a powerful mail daemon suitable for almost all scenarios.

Postfix has several hundred configuration parameters. Fortunately, they have sensible default values. In most cases, you need to configure only a few parameters before you can use your mail system.

You can change the general Postfix settings with the MTA configuration module of Instant OGo. The form provides all major parameters you normally only need.

Refer to the following table for a description of each value.

Caution

Be careful when changing these values. Incorrect values can render your server inoperable.

Only change the default settings if you are absolutely sure of the consequences.

Table 7: MTA Configuration (Postfix)

Parameter	Description
myhostname	<p>declares the official host name, that identifies the server in the Internet;</p> <p>This is one of the most important parameters to define the servers identity and its role in the network. Several other variables are derived from it.</p> <p>The default value is the return value of <code>gethostname()</code>. For multi-homed hosts, this may not be right. Use the Fully Qualified Domain Name (FQDN) the Internet will see the MTA as. This is the host name used in the HELO command and some MTAs are configured to reject mail when the sending host name does not resolve correctly.</p> <p>Example: mail.company.com</p> <p>Hint: <i>It is possible to enter a different name. But it is important that the name can be resolved by DNS.</i></p>
mydomain	<p>declares the Internet domain name of the mail server;</p> <p>This is a very important parameter as well for the definition of the servers identity from which other settings are derived.</p> <p>If you leave this field blank, the default value Postfix will use is the value for <code>\$myhostname</code> with the leftmost part removed.</p> <p>Example: company.com</p>
myorigin	<p>declares what domain to use in outbound mail;</p> <p>The parameter specifies the domain that appears in mail that is posted on this machine. This is appended automatically to bare user names, so From: user becomes From: <code>user@company.com</code>.</p> <p>It also specifies the default domain name that is appended to an unqualified recipient address.</p> <p>A default value of <code>\$myhostname</code> is used. This should be changed to <code>\$mydomain</code> for a domain-wide e-mail server.</p> <p>Example 1: company.com Example 2: \$mydomain</p>
mydestination	<p>declares what domains to receive mail for;</p>

Parameter	Description
	<p>This is a list of all the domain/host names delivered on this host. Include every name used. Anything that does not match will be rejected to prevent abuse by spammers and other unscrupulous users.</p> <p>The default value is <code>\$myhostname</code>.</p> <p>Important: <i>If you want the mail server to be responsible for the whole domain, add <code>\$mydomain</code> as well. (see example 1)</i></p> <p>Note: <i>To avoid loops during the e-mail feed, all host names of the server have to be declared, including <code>\$myhostname</code> and <code>localhost.\$mydomain</code>. (see example 2)</i></p> <p>A typical value is:</p> <p><code>\$myhostname, localhost.\$mydomain, localhost, \$mydomain</code></p> <p>Hint: Often a company uses more than one domain, for example, <code>company.com</code> might be the primary domain with virtual domains like <code>company.de</code> and <code>company.eu</code>.</p> <p><i>Simply add the virtual domains in addition to <code>\$mydomain</code> here. Messages sent to a user in a virtual domain are redirected to its mailbox in the primary domain. (see example 3)</i></p> <p>Example 1 (domain-wide mail server): <code>\$myhostname, localhost.\$mydomain, \$mydomain</code></p> <p>Example 2 (mail server for one host with multiple DNS A records): <code>\$myhostname, localhost.\$mydomain, www.\$mydomain, ftp.\$mydomain</code></p> <p>Example 3: (multiple-domain-wide mail server) <code>\$myhostname, localhost.\$mydomain, \$mydomain, firma.com, firma.eu</code></p>
mynetworks	<p>declares what clients to relay mail for;</p> <p>By default, Postfix will relay mail for clients in authorized networks only. A list of authorized client networks are defined by the <code>mynetworks</code> parameter.</p> <p>Note <i>The default behaviour is determined by the internal parameter <code>mynetworks_style</code>, which is set to "host" for safety</i></p>

Parameter	Description
	<p><i>reasons in case of Instant OGo.</i></p> <p>Important <i>If you leave this blank no external client is allowed to relay mail through the system. Only messages posted on the server itself will be delivered, e.g. by the Instant OGo web mail application (Choose "Email" entry from main menu.)</i></p> <p><i>Usually you may want to authorize all clients in the IP sub networks that the local machine is attached to. To do so, specify network blocks in CIDR (network/mask) notation, see example 1.</i></p> <p>Hint <i>You may simply add a list of IP addresses as well (see example 2)</i></p> <p>Example 1: 192.168.0.0/24, 127.0.0.0/8 Example 2: 192.168.0.2, 192.168.0.3, 127.0.0.1</p>
inet_interfaces	<p>declares the servers own network address;</p> <p>The inet_interfaces parameter specifies all network interface addresses that the Postfix system should listen on; mail addressed to user@[network address] will be delivered locally, as if it is addressed to a domain listed in \$mydestination.</p> <p>The default is to listen on all active interfaces.</p> <p>Note <i>If you run mailers on virtual interfaces, you will have to specify what interfaces to listen on.</i></p> <p>Example: 192.168.0.114, 1270.0.1</p>

Parameter	Description
relayhost	<p>is the next-hop destination of non-local mail;</p> <p>Enter the mail relay supplied by your Internet provider.</p> <p>On an intranet, specify the organizational domain name. If your internal DNS uses no MX records, specify the name of the intranet gateway host instead.</p> <p>Note A relay host is usually needed if you are not connected to the Internet by a dedicated line.</p> <p>Warning If you do not enter a relay host, the mail server must be able to freely exchange e-mails with the Internet. In particular the server may be never switched off and the provider have to permit the direct message exchange.</p> <p>Example [relay.isp.com]</p> <p>Hint <i>Pay attention to the square brackets to avoid MX lookups.</i></p>
Enable spam/virus protection	<p>Activate this option to check whether mail arriving over SMTP is an unsolicited commercial mail or a virus.</p> <p>Mails are piped to the installed Amavis scanner. Use the Amavis configuration module to qualify what to do with a mail detected as SPAM or virus.</p> <p>Note <i>Amavis can look for viruses and/or SPAM. You can turn on both options separately in the Amavis configuration module to activate SPAM filters and virus protection.</i></p>
admin password	<p>The activation process needs the password of the groupware administrator to accomplish certain system configurations, e.g. for creation of mailboxes and declaration of quotas.</p> <p>Enter the password of the groupware administrator "root", that you initially assigned (see chapter 5.1).</p> <p>Important <i>Keep in mind to update the entry here too, if you changed the password for the groupware administrator "root".</i></p>

Save your changes by clicking the "save" button and proceed with the configuration of others modules.

Remember that you need to export your settings if all configurations are done.

If you have a question to any parameter or if you need support configuring your mail server, please contact SKYRIX Enterprise Support Services by e-mail.

For a complete documentation to Postfix and answers to frequently asked questions please refer to <http://www.postfix.org>.

5.3.2 Configure Mailboxes and Quotas

Instant OGo Groupware Linux assigns an IMAP mailbox to each user. The name of the mailbox is identical to the login name of the user.

Use the "Mailboxes" configuration module to create and activate mailboxes, to enable new users receiving e-mails immediately.

Note

If a new user logs in for the first time, its mailbox is created automatically if it does not yet exist.

The mailbox configuration module can access groupware's account and team database. Settings related to the user are made with the user manager. The mailbox configuration module outlines the information and creates a configuration file for the Cyrus IMAP server.

Important

Make sure, that the "Export account" checkbox is selected in the user manager for all users you want to create or configure mailboxes. The configuration database modules ignore each user not marked for export. (see Table 5, Account-Editor: user related parameter for standard communication services).

The account editor contains a field to enter an user specific quota. This value specifies the maximum disk space the user may use to store mail on the e-mail server. If this space is filled completely, the user cannot receive mail. Old mails must then be deleted to make more space available.

Hint

This value may also be changed later. If no quota is desired for a user, enter a value of "-1".

The mailbox configuration module provides the following parameters:

Table 8: Mailbox Quota Configuration

Parameter	Description
Ignore during export	If this checkbox is selected, the activation process ignores the whole module. No new quota settings will be activated.

Parameter	Description
	<p>Note All changes you save to the configuration database will be activated only after clicking the “export” button on the main page (s. Figure 12).</p>
Raw Prefix	<p>If required, using the raw prefix and suffix you may enter additional values which not be made available by the user management. Enter records in shape of “login:quota”.</p> <p>Example ron:100 paul:100 steve:200</p> <p>All values in Megabyte (!)</p>
Raw Suffix	<p>Same like “Raw Prefix” but the activation process interprets these values after user managers settings.</p> <p>Caution As the case may be this overwrites the values provided by the user manager.</p>

Save your changes by clicking the “save” button. Select the “preview” tab and verify the result. The view displays a list of all mailboxes to be created with its quota.

If a result falls short of yours expectations, choose the user manager and change the settings of the appropriate user or its template user if applicable.

Thereafter you can choose “Server Settings” again from the main menu to configure the remaining modules.

But don't forget to export your changes if all configurations are done.

Hint

The export process logs all of its activities. Select the “export status” tab and verify if the mailboxes and quotas are created as required. Please note that the quota values displayed in Kilobyte in the status log (s. Figure 13).

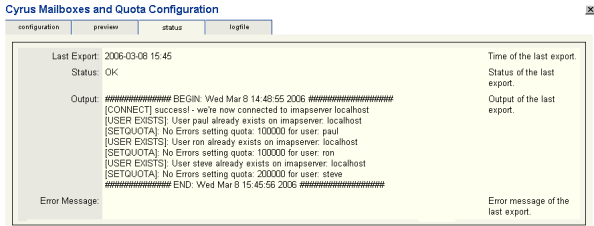


Figure 13: Mailbox Configuration: Status Report

5.3.3 Configure the Outlook Support (ZideLook)

In order to connect to your Instant OGo groupware server with Outlook you need the ZideLook plugin. You need to purchase one ZideLook license for each copy of Outlook that you intend to connect to the OGo server. On the server side the Outlook support have to be activated with at least one license key.

The ZideLook module is to configure your ZideLook license keys. Normally you get one license key to activate five ZideLook seats. For 10 seats you need 2 keys and so on. Furthermore there are additional settings that affect the behaviour of the Outlook connector.

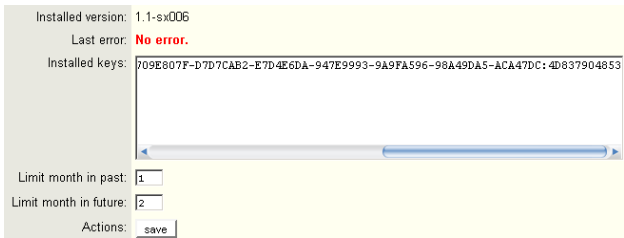


Figure 14: ZideLook Configuration using only one license key

The form contains the following input fields:

Table 9: Configuration of the Outlook-Connector

Parameter	Description
Installed Keys	<p>text area;</p> <p>The text area shows all license keys installed for the outlook connector. You can append additional keys or remove old keys.</p> <p>Don't insert your registration code (reg-code) here. The reg-code is to register at https://download.zidelook.com The license key will be delivered to you by e-mail after registration.</p> <p>Tip The license key mostly consists of 120 characters (see Figure 14)</p> <p>Important Make sure, to enter exactly one complete key line. Don't split keys.</p>
Limit month in past	<p>Enter an integer number that determine how many month in the past appointments to be fetched from the server.</p> <p>If you leave this field empty, Outlook shows only appointments and meetings not older than two month.</p> <p>Note ZideLook, the Outlook connector, exchanges only calendar data for a limited period to assure a high display performance.</p>
Limit month in future	<p>Analogue to "Limit month in past"</p> <p>If you leave this field empty, Outlook shows only appointments and meetings in the future for the next twelve month.</p>

Each Outlook workplace you want to connect with Instant OGo needs a client license. At the time of purchase you gave the count of licenses you need. You got one or more registration codes (reg-code). Each reg-code allows to register one license key that activates the appropriate count of licenses you need.

Example

You need 10 licenses. You got 2 registration codes, each to activate 5 licenses. You register both codes and get two license keys.

Save your configuration by clicking the “save” button and proceed with the configuration of the remaining modules.

Don't forget to export your changes if all configurations are done.

After the export process is successfully done you can check in the footer of the ZideStore homepage if the license keys are correctly applied (Figure 15).

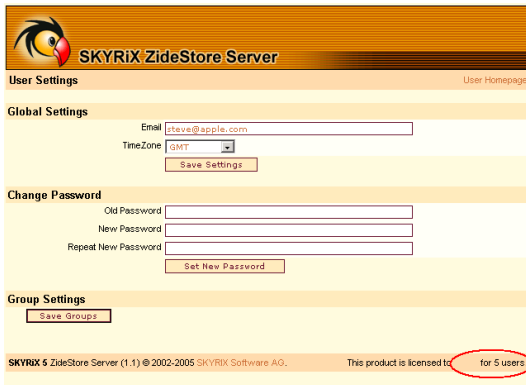


Figure 15: License Information displayed on the ZideStore Homepage

Note

ZideStore is the server part of Instant OGo's Outlook connector. You can reach the ZideStore homepage via Outlook by selecting the ZideStore root folder.

Alternatively you may type the ZideStore-URL into your Internet browser:
`http://<server>:8050/zidestore/so/<user>`

To buy ZideLook licenses please visit
<http://www.instantogo.com/buy/shop/>

Afterwards claim your license keys at <http://download.zidelook.com/reg.html>

5.3.4 Configure Virus- and SPAM Protection

The mail server can pipe each e-mail arriving over SMTP to a mail scanner that checks whether message is an unsolicited commercial mail or a virus. The scanner can mark the message detected as SPAM or virus and reject it.

You have to activate this feature using the MTA module, see chapter 5.3.1, Configure the Mail Server (MTA)

The scan is done by Amavis that determines on the basis of several criterias whether a message is SPAM or not. Moreover Amavis is linked with a virus scanner that looks for dangerous programs (viruses, trojans, etc.)

The Amavis configuration module let you qualify what to do with a mail detected as SPAM or virus.

The form allows the following settings:

Table 10: Configuration of Virus- and SPAM-Protection

Parameter	Description
mydomain	This parameter tells Amavis which is the local destination. Important You should fill in the whole server name as configured the \$myhostname (!) in the MTA module (see Table 7, Configure the Mail Server (MTA))
Virus/SPAM checking enabled	You may turn on / turn off virus and SPAM protection separately. Select "yes" from the pop-up menu next to the feature you want to activate. Note When the scanner is active, e-mails are tagged, that means certain information will be added to the headers.
Actions	
• Virus mails	What should happen to mails, detected as virus? The following options are adjustable: <ul style="list-style-type: none"> • DISCARD delete message automatically • BOUNCE return message to the sender automatically • PASS let pass the message to the recipient
• SPAM mails	What should happen to mails, detected as unsolicited commercial mail? Options like above.

Parameter	Description
<ul style="list-style-type: none"> • „bad header“ mails 	<p>What should happen to mails, detected to come with corrupt headers?</p> <p>Note The header contains several information about the message like the sender, recipient, date, etc.</p> <p>Options like above.</p>
<ul style="list-style-type: none"> • „banned extension“ mails 	<p>What should happen to mails, detected to come with banned extensions?</p> <p>Attachments of the following types are classified as dangerous:</p> <p>exe, vbs, pif, scr, bat, cmd, com, cpl</p> <p>Warning These file types may contain destructive program code that might be executed unaware while opening the message.</p> <p>Options like above.</p>

Save your settings by clicking the “save” button and proceed with the configuration of the remaining modules.

Don't forget to export your changes if all configurations are done.

5.3.5 Configure Virtual Accounts

Instant OGo Groupware Linux serves one dedicated mailbox for each groupware account. The mailbox is named like the login of the account, so that e-mails sent to the login name will be delivered smoothly without any further configuration.

With the configuration module “Accounts” you may configure additional virtual email addresses for the real mailboxes.

Commonly used are e-mail addresses formed upon the pattern `firstname.surname@company.com` which you can configure to be generated automatically.

Instant OGo Groupware Linux is capable to deal with multiple domains. If you assign a user to multiple domains the account configuration module creates all virtual addresses for each of the domains the user is assigned to. For example the e-mail addresses `john.q.public@company.com` and `john.q.public@company.eu` might be targeted at the mailbox of the account “jhn”.

To learn about assigning multiple domains refer to Account Editor's parameter "local domains" (see Table 5, Account-Editor: user related parameter for standard communication services)

Using the account editor you may also enter explicit virtual addresses for an account that will be well considered by this module here.

You may use the same local part of an e-mail address in the primary domain as well as in the virtual domain. The mail server can differentiate between the two with the domain name. In example the e-mail address `director@company.com` may linked to the mailbox of "steve" and `director@company.eu` to the mailbox of "john".

Caution

Please keep in mind, that it isn't possible to generate e-mail addresses with special characters like German umlauts.

For users that bear a name with an umlaut you can add a virtual address manually in the Account Editor
(e.g. `hans.mueller@company.de`)

The "Accounts" configuration module can access groupware's account and team database. Settings related to the user are made with the user manager. The mailbox configuration module outlines the information and creates a configuration file for the mail server.

Important

Make sure, that the "Export account" checkbox is selected in the user manager for all users you want to create or configure virtual addresses for. The configuration database modules ignore each user not marked for export (see Table 5, Account-Editor: user related parameter for standard communication services).

The "Accounts" configuration module let you configure the following settings:

Table 11: Configuration of virtual Accounts

Parameter	Description
Ignore during export	<p>If this checkbox is selected, the activation process ignores the whole module. No new virtual addresses will be transferred to the servers configuration.</p> <p>Note All changes you save to the configuration database will be activated only after clicking the "export" button on the main page (s. Figure 12).</p>
Ignore virtual addresses attached to account	The Account Editor let you configure explicit virtual addresses for each user (see Table 5).

Parameter	Description
	<p>Leave this checkbox unchecked unless you are sure you don't want to activate these kind of addresses.</p>
Ignore local domains	<p>Using the account editor you may assign users to virtual domains (see Table 5).</p> <p>Leave this checkbox unchecked unless you are sure you don't want to generate addresses for the virtual domains.</p>
Text (local domains)	<p>Enter valid variables (typed in array syntax) to be used for generation of virtual e-mail addresses.</p> <p>Variables valid variables are: \$login\$, \$firstname\$, \$lastname\$, \$nickname\$.</p> <p>Note The variables apply for each valid combination of user account and virtual domain.</p> <p>Example</p> <pre>("\$login\$", "\$lastname\$", "\$firstname\$.lastname\$", "\$nickname\$")</pre>
Generate valias for Email1, Email2, Email3	<p>Each user has a main e-mail address (account e-mail address, Email1), typically assigned during account creation (see Table 5).</p> <p>Using the Contact Management Application (choose "Contacts" from the main menu) additional e-mail addresses may be assigned.</p> <p>Select the appropriate checkbox to activate the stored e-mail addresses in the mail server as virtual addresses.</p>
Raw Prefix	<p>If required, using the raw prefix/suffix you may enter additional values which not be made available by the user management.</p> <p>Example ceo@company.com john</p>

Parameter	Description
Raw Suffix	Same like "Raw Prefix" but the activation process interprets these values after the user manager settings. Caution As the case may be this overwrites the values provided by the user manager.

Save your changes by clicking the "save" button. Select the "preview" tab and verify the result. The view displays a list of all virtual e-mail addresses to be created.

If a result falls short of yours expectations, choose the user manager and change the settings of the appropriate user or its template user if applicable.

Thereafter you can choose "Server Settings" again from the main menu to configure the remaining modules. But dont forget to export your changes if all configurations are done.

5.3.6 Configure Groupware Parameters

It's possible to adapt OpenGroupware.org to individual needs by means of server-side defaults. Using the Instant OGo Defaults configuration module you may extend the list of attributes available for contacts and enterprises. Furthermore it allows to define kinds of relationships contacts are linked together.

The following parameters are available:

Table 12: Configuration of Groupware Defaults

Parameter	Description
Text (ObjectLink)	<p>Enter kinds of relationships that you want to make available. Enter it using a dictionary syntax. A "kind of relationship" is a key-value pair. The key is an identifier for the relationship and the value defines the object-link-type.</p> <p>Variables At present there is only one object-link-type available. It is OGoPersonLinkEditor.</p> <p>Example</p> <pre>{ "cooperates with" = OGoPersonLinkEditor; "friendly with" = OGoPersonLinkEditor; "colleague of" = OGoPersonLinkEditor; }</pre>

Parameter	Description
Person Attributes	<p>For the contact management application you may configure any count of additional attributes as property list.</p> <p>Enter an array of attributes. Each attribute consists of an dictionary composed of an key (the attribute name), an type (the attribute type) and a list of default values if applicable.</p> <p>Attribute types The scalar attribute types String (default, type=1), Check box (type=2) and Email-Address (type=3) can be differentiated. By indicating optional values you may configure pull-down and multi-select menus (type=9).</p> <p>Example</p> <pre>(//mandatory attributes //(don't delete these attributes!) // //e-mail addresses { key = "email1"; type = 3; }, { key = "email2"; type = 3; }, { key = "email3"; type = 3; }, //text fields for title and functions { key = "job_title"; type = 1; }, { key = "other_title1"; type = 1; }, { key = "other_title2"; type = 1; }, //individual attributes // //check box { key = "customer"; type = 2; }, //Pull-down menu { key = distribution; values = { internet = "Internet"; store = "Store"; mail = "Mail Order"; }; }, //multi select menu { key = payment; type = 9; values = { cash = "Cash"; ec = "EC with PIN"; card = "Visa/MC/Amex"; cod = "Cash on Delivery"; }; },);</pre>
Enterprise Attributes	Same like "PersonAttributes" but without mandatory values.

Store your settings to the configuration database by clicking the “save” button.

Caution

*Please note that any modification of these parameters will be activated only after you have exported the configuration database and **restarted** the groupware server. After the export is successfully finished click the “restart” button next to the “export” button on the “Server Settings” main page.*

Warning

With the restart all user sessions are lost!

5.3.7 Updates - Settings for Software Maintenance

This is the right place to make all necessary settings to keep Instant OGo Groupware Linux up to date. For contracted customers, periodically, SKYRIX releases free updates to Instant OGo’s software.

You must have an Internet connection to receive software updates.

The module looks for available software updates in the Internet and if so it displays a list of components that can be updated.

Important

Please note, that you need a valid maintenance contract for your product to benefit from this feature.

The form contains the following input fields:

Table 13: Configuration of Software Update Settings

Parameter	Description
Registration Key	Enter your individual registration code you got at time of purchase. It is used to verify that you're allowed to download software updates from the Instant OGo Maintenance Network. Note Not all editions of Instant OGo include a software maintenance contract. Please contact sales@skyrrix.com if you want for a valid registration key.

Parameter	Description
HTTP Proxy and FTP Proxy	<p>Software packages are made available per HTTP or FTP protocol. Unless your server can connect to the Internet directly enter the addresses of your proxy servers here.</p> <p>Example http://proxy.company.com:8888</p>
Check for new updates	<p>Select the checkbox if you want that Instant OGo Groupware Linux looks for updates after next time the "export" button was clicked.</p>
Package list	<p>If there are any updates available, they appear in a list next time you visit this module.</p> <p>Click the checkbox to select the items you want to install, then click "save".</p> <p>Note It is recommended to install all available software updates.</p>

After the configuration database was exported again the selected software packages will be downloaded from the Internet and installed on the server. This process may take up to several minutes.

5.4 Integration using XML-RPC

Almost any information contained in the OpenGroupware.org database can be accessed using the open XML Remote Procedure Call Interface from almost any programming language.

For more information on how to use XML-RPC, take a look at <http://www.xml-rpc.com>

Note

To call OGo XML-RPC functions you need a XML-RPC client which is able to perform HTTP basic-authentication (some clients do not allow that even though HTTP support is required by the XML-RPC specification).

XML-RPC uses HTTP as transport protocol. The data to be exchanged is encoded into structured XML documents. Because of the simple design of XML-RPC, that though is suitable to transport complex data structures, this is a powerful and easy to use programming interface to integrate Instant OGo with your existing IT infrastructure. For example, using XML-RPC you can access to all addresses and contact data.

The following is a small example, to pointing out the simple concept

```
#!/usr/bin/env python
#
# import the xml-rpc library
import xmlrpclib
#
# create a connection to OGo xml-rpc server
server = xmlrpclib.ServerProxy('http://localhost:20000 ',
login='user ', password='passport')
#
# Look for all contacts with a surname containing "meier"
print server.person.fetch("name like '*meier*')
```

As you can see the concept is very simple. After the server object is created, you can call any functions directly using this object. This regular integration and access technologies applies for Perl, Java or Ruby as well.

The result of the remote procedure call is encoded transparently into objects of the respective language by the XML-RPC library. The Python example above creates dictionaries you can deal with like any other objects in Python.

Further information about the XML-RPC interface you find on the OpenGroupware.org community website.

<http://www.opengroupware.org/en/devs/resources/xmlrpc/>

If you have any question relating to an ascertained integration requirement, please contact sales@skyrix.com and request an offer. The SKYRIX Enterprise Support Services offers to support you in all your integration challenges.

5.5 Palm Synchronization

The Instant OGo Groupware server allows to synchronize data from your Palm device to OpenGroupware.org applications.

Use the Palm application to resolve remote synchronization conflicts and to configure how and when Palm data is synchronized with the global enterprise database.

You need a PDA with PalmOS version 3.5 or higher with network HotSync support. The synchronization software can be downloaded from the Palm website:

<http://www.palm.com/us/support/downloads/netsync.html>.

After the Netsync application is successfully installed you can find the additional options "Modem Sync Prefs", "LAN Sync Prefs", and "Primary PC Setup" in the HotSync menu of your Palm device.

In the HotSync application select "Local" and "Direct/Serial" (resp. "Cradle/Cable"), then select "LAN Sync Prefs" from the menu and choose "LANSync". In the "Primary PC Setup" form enter the full qualified domain name of the Instant OGo server and its IP address.

Create a memo on the Palm device, composed of three lines, with the following contents:

```
OGo
<user>
<password>
```

The memo with OpenGroupware.org users credentials must be marked as private. It is recommended to hide this memo. You can do this by giving a password and selecting the option "hide private records" in the Palm's "Security" application.

On the client the Palm Desktop release 4 must be installed. It contains the necessary HotSync manager. The software may be downloaded from Palm's website too:

http://www.palm.com/support/downloads/win_desktop.html

Important

Make sure the firewall of the Instant OGo Groupware Linux Server allows communication on the Palm synchronization port (see chapter 4.13.1, Firewall Configuration)

6 Backup and Recovery

As administrator you are responsible for backup of system configuration, application and user data at regular intervals.

6.1 Backup

Before you start a backup you should make a updated dump of the groupware database.

As root, enter the following shell commands to a terminal window of the server.

```
$ su - postgres
$ cd /var/lib/pgsql/backups
$ pg_dumpall -globals-only > latest_user_data.psql
$ pg_dump -d OGo -f latest_ogo_backup.psql
```

Also make sure to have a updated dump of the IMAP server database. In worst case you may need it to recover the mailbox hierarchy. The IMAP database dump is located in `/var/lib/imap/backup/`. It is created by the cron job `/etc/cron.daily/cyrus-
imapd`.

Table 14 contains the files and directories you should add to your daily backup.

Table 14: Files and Directories to be backedup

Directory	Contents
<code>/etc/</code>	miscellaneous server settings
<code>/var/lib/pgsql/data/postgresql.conf</code> <code>/var/lib/pgsql/data/pg_hba.conf</code>	Groupware Database Configuration
<code>/var/lib/pgsql/backups/</code>	Database Dumps (see above)
<code>/var/lib/opengroupware.org/</code>	Documents and User Preference Settings.
<code>/var/lib/imap/</code>	email server settings
<code>/var/spool/imap/</code>	The complete list of mailboxes.
<code>/opt/skyrix/skyrix5/</code>	License key for the Outlook-Connector (ZideLook)

6.2 Restore

You should make sure, that it is possible to recover the data from the backup medium.

As far is possible set up a second server and restore the files and directories listed in Table 14 from your backup.

Afterwards enter the following commands to your terminal as user root in order to restore the groupware database:

```
$ /etc/init.d/ogo-snsd stop
$ su - postgres
$ cd /var/lib/pgsql/backups
$ dropdb OGo
$ psql -f latest_user_data.psql template1
$ createdb -E 'LATIN1' -O 'OGO' -T template0 OGo
$ psql -f latest_ogo_backup.psql OGo
```

Verify that the services has been started and Instant OGo Groupware Linux is running as normal.

7 Feedback

All information found in this book has been compiled with utmost attention to detail. We hope that the manual is helpful for you.

If you still miss certain information or if you found a bug in the documentation please direct your suggestions and comments to:

manuals@skyrix.com

If available, we provide you with updated or translated versions of this book for download. But an individual notification for it is not planned in every case.

Instead, pay attention please to publications on the Instant OGo website.

<http://www.instantogo.com>

Should the administration of Instant OGo Groupware Linux not be functioning as described the first step to diagnose problems is to confirm the version of the software installed.

Should the installed version of Instant OGo Groupware Linux be consistent with the version described by the manual then please confirm that the software is properly configured as described.

Should problems persist, the following course of action is recommended:

Please refer to the FAQ firstly at

<http://www.instantogo.com/portal/faq/>

If no solution is to be found there, please contact our support team including an exact error description. Refer to chapter 2 (Support, Maintenance and Services) for contact information.

We welcome your feedback!

Thank you for selecting SKYRIX Software AG products for your communications needs!

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