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VisNetic MailServer

# VisNetic WebMail Administration Guide

Version 9.1



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powerful email server

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## CHAPTER 1

# VisNetic WebMail

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## Introduction

This document describes the new VisNetic Webmail introduced with VisNetic MailServer version 9.

It is important to understand the concepts and functionality of the new Webmail - especially the procedure to switch from the old VisNetic WebMail to the new VisNetic WebMail in version 9 and also how to migrate existing plain text address books.

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## New VisNetic WebMail Concepts

### Overview

VisNetic WebMail sets users free from their desks and boosts productivity with advanced GroupWare features.

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

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

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

## Zero configuration

Absolutely nothing to configure, ideally suited for roaming between Wifi networks and mobile data access.

The ability to bypass port 25 blocking/forwarding by many ISP networks, allowing greater access.

Pre-configurable User settings so your Users can start working immediately.

Everything is stored on the server. The Administrator can make any adjustments in production, without accessing individual User's machines.

## Mobility

Thanks to full IMAP support, VisNetic WebMail can reflect exactly the same state as user's standard desktop client, with messages marked read, flagged and sorted to user folders.

Outgoing messages organized into the Sent folder.

Spam folder cleaned up by spam administrator (or the User if Spam reports are active).

Your Users can store important files on the server, share and synchronize documents they are working on and have them available anytime from anywhere.

Rich text message composer with autosave and spell checker can also serve as a convenient notepad.

## Usability

VisNetic WebMail delivers a better user experience than ever before, thanks to pure Web 2.0 design.

The speed is comparable to standard desktop email clients, even for thousands of messages.

Complete UTF-8 support means international businesses no longer need to deal with message encoding issues - from French to Japanese, any and all languages are available at once.

Automatic sign-on, periodical email checking, search, sorting, flagging and image preview will make it the favorite interface for mail management.

## Security

Designed by our experts in secure messaging, and powered by the latest generation Server-side technology, VisNetic WebMail is resistant to attacks, communicates securely, encrypts individual messages, protects user data and leaves no track on the client computer at all.

Organizations no longer have to make the choice between productivity and privacy. By taking all email to this web-driven solution, encompassing both client and server parts of the formula, the highest levels of security can be enforced with great success.

With nothing to fail on the client side and extensive backup and archive options on server side, chances are extremely low that a user will ever miss an important email again.

## Performance

The development of VisNetic WebMail was tightly coordinated with the mail server core development, increasing the speed at which data is exchanged with the server (using a highly effective database backend as a cache). Special techniques were also used at the client end, to transfer processing load from the server to the client whenever possible, decreasing the load on the server, and increasing User-perceived processing speed.

This has resulted in an extremely quick interface response and user experience, even on slower connections.

The client application is downloaded only once, then there is no more waiting for a screen refresh - the AJAX technology takes care of everything quickly and efficiently.

## Integration

Without the close integration with the server software, as used with VisNetic WebMail, the speed of webmail systems is slow and many of the useful features of VisNetic WebMail are just not possible.

VisNetic WebMail integration with VisNetic MailServer takes it that extra step, allowing, for example, full Outlook and smartphone synchronization.

There are Spam management features, VoIP number direct dial, catalogue file repositories and many wonderful details such as IMAP compatible flagging or access to planned events from within Instant Messenger.

And the technology used means that the possibilities with future extensions are endless.

Designed also for use with other company systems, there is a login integration kit for intranet or web portals, along with CSS2 based skin support for custom branding of every single UI element, achieved through structured XML description files.

## GroupWare

Complete Outlook functionality for \$0 expense in workstation software?

The dream of every IT manager has come true with GroupWare features integrated into VisNetic WebMail (this requires the GroupWare Module on the server).

- Shared accounts
- Outlook-like sharing, private/public/shared items
- Groups, Friends, Access privileges
- Free/busy status view even for un-authorized users
- Shared Events, Contacts, Distribution Lists, Tasks, Notes, Files, Journals
- Calendar with day/week/month/agenda views
- Drag & Drop calendar event positioning and resizing
- Color labels compatible with Outlook
- Working hours auto scrolling
- Event recurrence and exceptions
- Preset holiday with definable organization-wide events
- Attachments to all objects
- Public/shared/IMAP folders
- vCard and vCalendar and message source support (Outlook compatible)

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## Features

### Highlights

- ASpell spell checker with multiple dictionaries
- IMAP compatible flagging
- VoIP - dial a contact number via SIP
- Search in contacts, appointments, e-mail - anywhere
- Public/Private file folders for backup or synchronization
- Save All attachments to Zip
- Keyboard control, Outlook keyboard shortcuts

## Automation

- Auto login
- Auto save to Drafts
- Auto check for new messages with sound
- Auto empty trash on exit
- Auto responder
- Automatic mail and calendaring time-zone adjustment to OS settings

## Interface

- Password recovery
- Sound notification on message arrival
- Multiple accounts
- Unlimited subfolders within folder tree structure
- HTML e-mail compose and receive
- Comprehensive Rules and Filters (actions based on content/headers), control mail delivery
- Spam management- black and white lists, quarantine, reports
- Flagging system with sorting capabilities
- Forwarder
- Read confirmation
- Signature configuration
- Print message
- Attachment images viewer, toggle Show/Hide
- Context menus
- Multiple messages compose
- Minimize window to dock
- Datagrid column management
- Datagrid paging
- Online help

## Technology

The latest technologies for building web applications used in VisNetic WebMail not only improve performance of both the server and the client, but also contribute to overall system security, stability, and reliability.

- Pure Web 2.0 (AJAX technology) - speed comparable to desktop email clients
- XML server based protocol - unlimited extensibility options
- Complete UTF8 support - any UI language and all character encoding at once
- Multiple client certificates, server side encryption
- HTTP, HTTPS, POP3, IMAP, SMTP, SIP protocols
- Global admin, domain admin and user hierarchy for settings and restrictions
- XML configuration files
- Optimized for thousands of messages, with a real Database backend server
- Integration kit for external sites and portals
- Simple localization process via XML files
- Customization and branding ready, skin selection

## Security

Designed by experts in secure messaging and powered by the latest server-side technology.

- SSL end-to-end security, RSA encrypted passwords
- S/MIME - allows user to digitally sign/validate a message
- Dangerous content (XSS) stripping from HTML emails
- Strict XML request parsing
- Potential vulnerabilities of "PHP global variables" disabled
- "virtual" server-side cookies

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## Performance

### Client Side Optimizations

- JavaScript objects at the core of client-side processing
- JSON (JavaScript Object Notation) saves around 20% of your bandwidth

- execution time is distributed between Client and Server
- client side application is downloaded once only
- communication is provided by small amounts of XML/JSON data
- some actions on client side don't need any server response

## Server Side Optimizations

- IMAP access to mailbox, cached POP3 and LocalPOP
- SQL DB cache for message headers and folders (mySql, SQLite)
- PDO DB abstraction layer with transaction access
- direct access to VisNetic MailServer API for faster GroupWare access
- improved PHP extensions and file system routines
- clean PHP5 OOP architecture

## Server integration

Strictly specified XML client-server communication protocol delivers greater extensibility and closer integration with other server subsystems (GroupWare, Instant Messaging, VoIP).

- prevents protocol level eavesdropping
- asynchronous and synchronous data loading and server communication
- client-side processing is less demanding for server (especially for file system)
- more accounts can now be hosted on the same hardware
- client is much faster under heavy load
- bullet-proof resistance to hacking and other attacks
- responsive interface for application-like look and feel
- easy customization of every visual object via XML files

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## General Server Principles

VisNetic WebMail is a cutting edge web application based on AJAX, XML, JavaScript, RSA authentication, DB specification PDO and special XML settings.

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

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

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## Migration to the “New” VisNetic WebMail

Support for the classic HTML based VisNetic WebMail will be discontinued in about a year.

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

### Considerations

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

### Licensing Requirements

The new VisNetic WebMail requires an up-to-date VisNetic MailServer license (i.e. new or recently updated, with a renewal period greater than zero). The new VisNetic WebMail won't run with any version prior to version 9.

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

### GroupWare License

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

## Interoperability

Data created with the new VisNetic WebMail in the parallel "compatibility" configuration will be accessible in the old interface only if they are stored server-side in both cases.

Data stored in plain-text .dat files need to be migrated to the database by the Administrator and all the settings will need to be configured from scratch by the end user.

See section **Address Book Conversion** (on page 16).

## Database Storage

Email, folders and files are always stored in file system on the server and therefore don't require any changes when you are switching from one client interface to the other.

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

In the case that a license for GroupWare module was not present on the server (or if configured that way by the administrator), Address Books (User and Global) stored in plain-text .dat files need to be manually converted into database storage. The new VisNetic WebMail is equipped with a conversion script to simplify this process (see "Converting plain text address books to groupware database" on page 16).

By default, VisNetic MailServer installs an MS Access database for groupware that is suitable for a maximum 50 users.

If you haven't previously used the GroupWare module or have just upgraded to ODBC-enabled version of Mail Server, you will need to setup the database engine for servers expecting more than 50 users.

Any ODBC standard compatible engine is supported, SQLite is recommended for up to 50 users, MySQL or MS SQL for a higher amount.

NOTE - that SQLite is installed as standard with VisNetic MailServer.

## Installation

### Clean Install

If you are installing version 9 as a fresh install, you don't need to worry at all.

It comes pre-configured with VisNetic WebMail and there are no additional steps to take.

The installer will guide you through the install process, including the database backend required for operation.

## Upgrade

If you are upgrading to version 9 from an earlier version, the new VisNetic WebMail will be installed into its own directory "<InstallDirectory>\html\webmail", ensuring it doesn't overwrite the previous version (located in "html" folder in VisNetic MailServer root).

You will need to install any additional ASpell dictionaries you require (see "Installing New Dictionary for Aspell" on page 28).

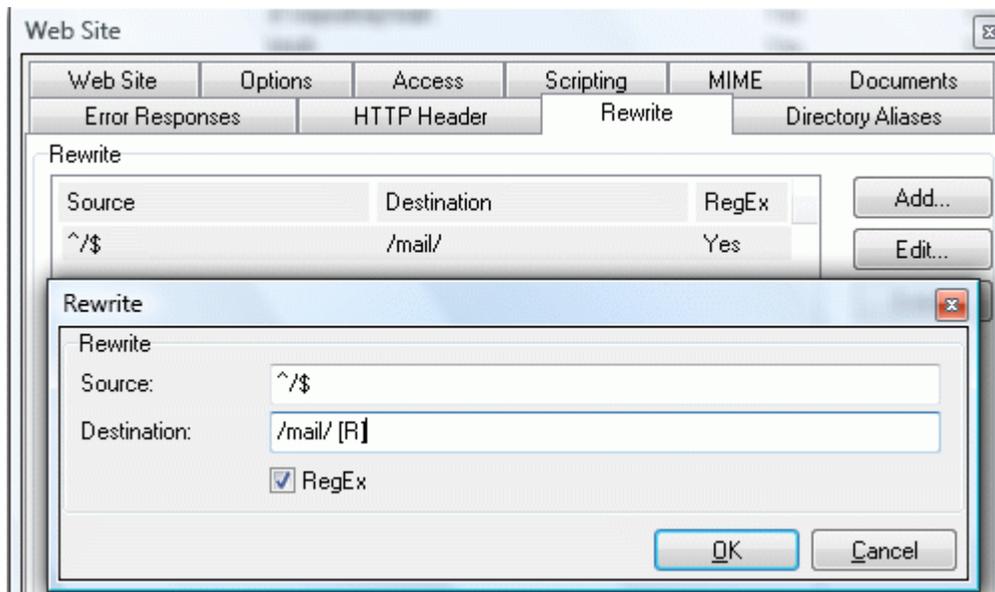
In order to change the default WebMail from the old VisNetic WebMail to the "new" VisNetic WebMail you have two options:

1. Using a Webserver Rewrite rule (see the webserver manual) as follows:

What: ^/\$

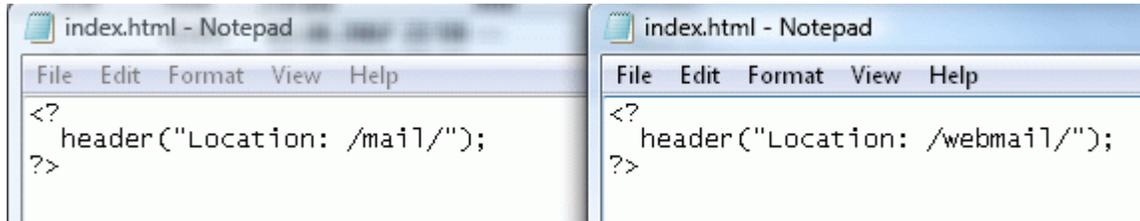
To: /webmail/ [R]

RegEx: Checked

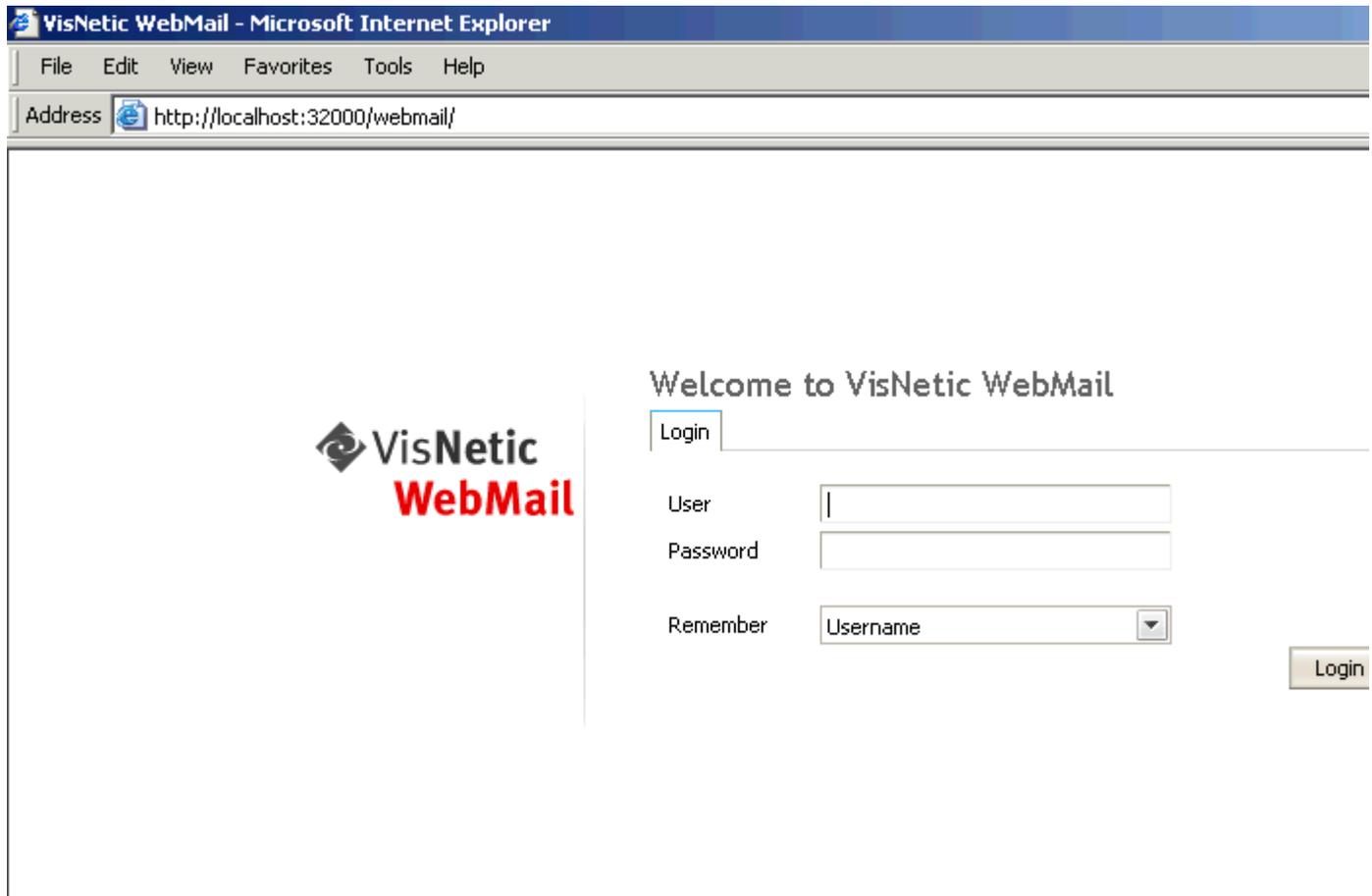


2. Modify the redirection rule in index.html, found in the visnetic mailservers/html default root folder"

The original redirection to visnetic mailserv\html\mail\ folder (root folder for the “old” VisNetic WebMail) is to be changed to visnetic mailserv\html\webmail\ (root folder for the “new” VisNetic WebMail). So the only change is to modify string /mail/ to /webmail/ as is shown on the screenshot below.



Both ways will make the new VisNetic WebMail your default Webmail and all users accessing your server URL will be automatically presented with the VisNetic WebMail login page.



# Browsers

## Browser Support

VisNetic WebMail requires Internet Explorer 6 or higher, or Mozilla (Gecko) compatible browser version 1.2 or higher.

For the very best experience, IE 7 or Firefox 2.0 is recommended.

Until all clients are upgraded to comply with these requirements, they can be automatically redirected to the classic interface without spotting any change.

Using the new URI Rewrite options in Web Service you can redirect users with browsers not capable of running new VisNetic WebMail to the previous version for compatibility purposes.

## Compatibility Mode

Both versions can run in parallel, using a different path to each instance, by default vmsdemo.com/mail for the classic version and mail.vmsdemo.com/webmail for the new one.

If you wish to install classic version in addition to new, simply duplicate the corresponding Site under Web Service and adjust the path and hostname to point to the directory where it is located.

In Web Service - Site properties - Rewrite, create a new rule set consisting of two rules. The first one performs no action and is chained with the second one, which performs actual URI rewrite to the old WebMail accessible by /mail/ suffix in hostname. Add other browser identifiers (e.g. Lynx) as necessary.

```
^/webmail/ - [C]
```

```
(CE)|(Opera)|(MSIE 4)|(Safari) /mail/ [V=HTTP_USER_AGENT,C,R]
```

```
^/webmail/ - [C]
```

```
!(Mozilla)|(MSIE 6)|(MSIE 7) /mail/ [V=HTTP_USER_AGENT,C,R]
```

## Address Book Conversion

### International Characters

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

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

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

### Converting user data containing international characters to UTF-8

Conversion is required only for version prior to 9.1 and only if there are account names and address book entries containing national characters (i.e. applies mostly to countries with user base from outside of English speaking countries).

1. Close all running applications and save application data before running the script. It's recommended to perform the conversion in a maintenance window to avoid degradation of server performance in case of high traffic, large amounts of data to be migrated or any possible error.
2. Login to either WebMail version or to WebAdmin with administrator credentials.
3. Run the script by accessing `http://hostname:port/admin/tools/convert_user_data.php` (simply append `/admin/tools/convert_user_data.php` to the URL you see in address bar)  
e.g. `http://vmsdemo.com:32000/admin/tools/convert_user_data.php`
4. After you select the original character set, the script will recursively search `<InstallDirectory>\webmail\` and subdirectories for `address.dat`, `groups.dat` and `settings.dat` and wherever it finds a value containing non-ASCII character, it will convert it from the original to UTF-8 encoding.

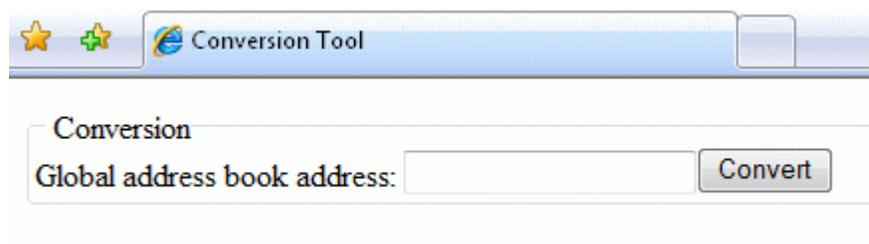
### Converting plain text address books to groupware database

Now you are ready to proceed with conversion of user data to new VisNetic WebMail. Due to reason that the old WebMail is not compatible with the new VisNetic WebMail not all user settings and data can be converted. However the most important data - private and global address books can be converted. All that has to be done is to run a script `convert_old_webmail.html` that is located in `<InstallDirectory>\html\admin\tools\` directory.

So just open the script from browser:

`http://yourhostname:controlport/admin/tools/convert_old_webmail.html`

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



Enter the Global address book address (see more in chapter ***How to set Global Address Book*** (on page 17)). and click the Convert button. The script reads the contacts stored in plain text files and insert them into the database.

It can take some time to convert larger user database.

## How to set Global Address Book

As explained in a previous chapter the new VisNetic WebMail doesn't support any plain text address books - including global address books.

In order to set the Global address book for your users you are required to define a Public Groupware folder to let people view shared contacts.

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

The procedure to create a global address book is detailed in the next section.

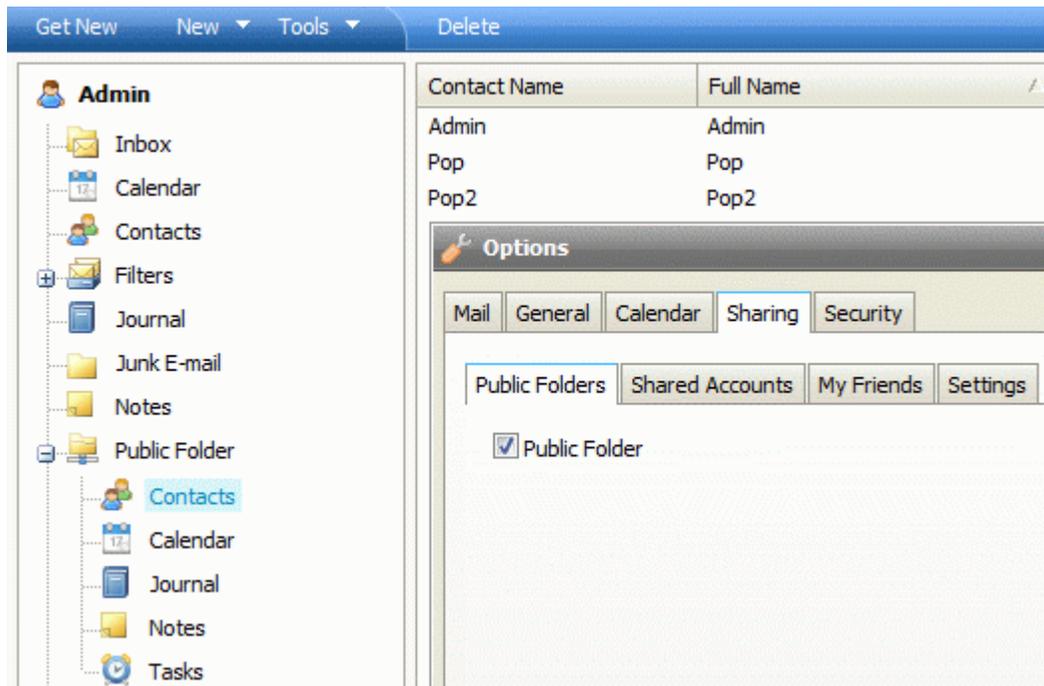
Once you follow this procedure it is recommended to run the Address book migration script) to migrate your existing Global address book from previous versions of WebMail.

## Create Public Folder using a group account

The screenshot shows the configuration interface for a Public Folder. At the top, there is a text box containing "Public Folder <public@vmsdemo.com>" and a "Save" button. Below this are four tabs: "Group", "Members", "Options", and "Rules". The "Group" tab is selected and highlighted in blue. Under the "Group" tab, there are two text input fields: "Alias:" with the value "public" and "Description:" which is empty. Below the "Group" tab is the "Public Folder" section. It starts with a checked checkbox "Create a public shared folder". Below this is a "Name:" text box with the value "Public Folder" and a "Default rights:" dropdown menu set to "Read". At the bottom of this section are two more checked checkboxes: "Deliver mail to shared folder (Mail is not sent to members)" and "Create groupware contacts of all members".

1. Create a User Group Account in VisNetic MailServer GUI
2. Define the members of the group account in members tab. The best option is to select whole domain so all users would be able to view the Global address book items
3. Check option "Create a public shared folder" to create public Groupware folder
4. Define the folder name - this name will be visible in VisNetic WebMail
5. Optionally you can check checkbox "Create groupware contacts of all members". If you do so all members will be automatically added as contacts to Global address book.

## Subscribe to the Public folder in new WebMail



1. Login to VisNetic WebMail with your account
2. Go to Tools - Options - Sharing - Public Folders tab
3. Check to view the Public Folder you created before

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

# VisNetic MailServer Administration Console

The VisNetic MailServer Administration console now has a Webmail Node:

Field	Description
SMTP Server	This field should usually be left blank to allow VisNetic MailServer to use the default SMTP server. Only change this information if instructed by support staff.
IMAP Server	This field should usually be left blank to allow VisNetic MailServer to use the default IMAP server. Only change this information if instructed by support staff.
Logging	Choose from three different levels of logging for Webmail. <b>None</b> No logging will be performed. <b>Info</b> Only informational messages will be written to the log. <b>Debug</b> Detailed messages will be written to the log
Login with email address	Check this option to enforce the use of a full email address to login to webmail. This is useful on multi-domain server installations as VisNetic MailServer will be able to locate the User information more quickly, and also caters for the same username being used in different domains.
PDO Connection	Choose the connection string appropriate to the database system you are using. SQLite is the default

	MySQL is supported. It requires the libmysql.dll to be present on the server and you should also ensure that php_pdo_mysql.dll is not commented out in your php.ini file.  ODBC - should only be used for MS SQL databases. Ensure that php_pdo_odbc.dll is not commented out in you php.ini file.
Username	The username to be used to connect to the database
Password	The password for the database

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## Administration Options

### Administrator's Options in VisNetic WebMail Menu

Administrator accounts have access to many options in VisNetic WebMail. This section explains them.

#### Accessing the Administration Options

As an administrator of VisNetic WebMail, you have the ability to force some options on users, or domain admins and users.

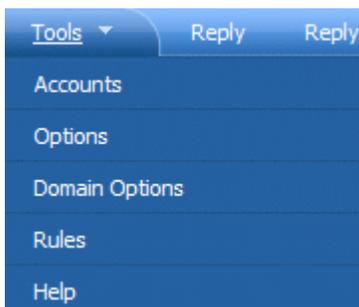
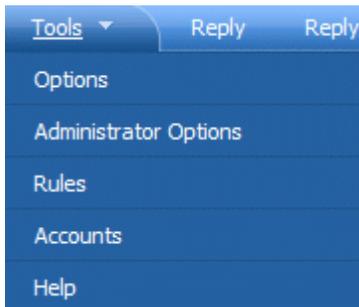
This can be done for most options.

There are two levels of configuration -

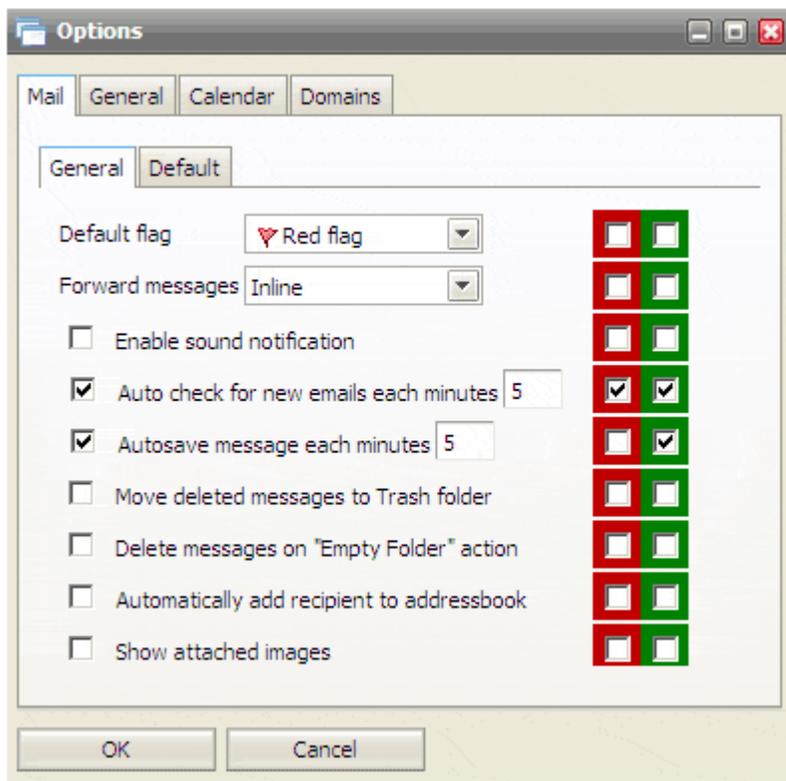
**Server administrator** settings where a full administrator can enforce some configuration to all users

**Domain administrator** settings where domain admin can enforce some configuration to his domain users - if Full admin doesn't limit him from doing so.

User rights are automatically recognized because of the integration with VisNetic MailServer API.



### Forcing Options on other users



The left hand column of check-boxes are the options as they affect your own account

The column of red check-boxes forces options for domain administrator **and** users.

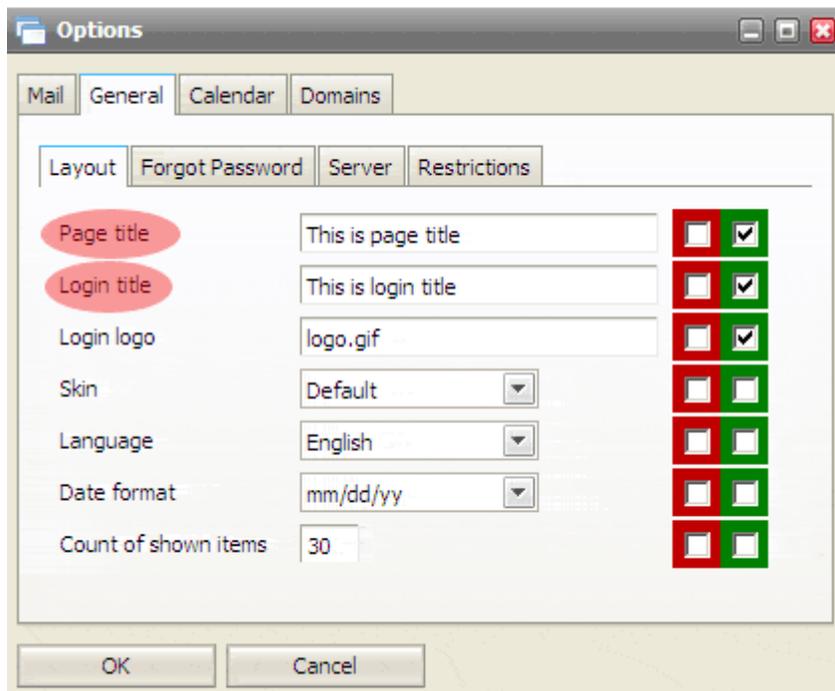
The column of green check-boxes forces options for users only (this can be changed by Domain Admins).

Don't forget to check that on beginning of line.

## Changing the page title and login title

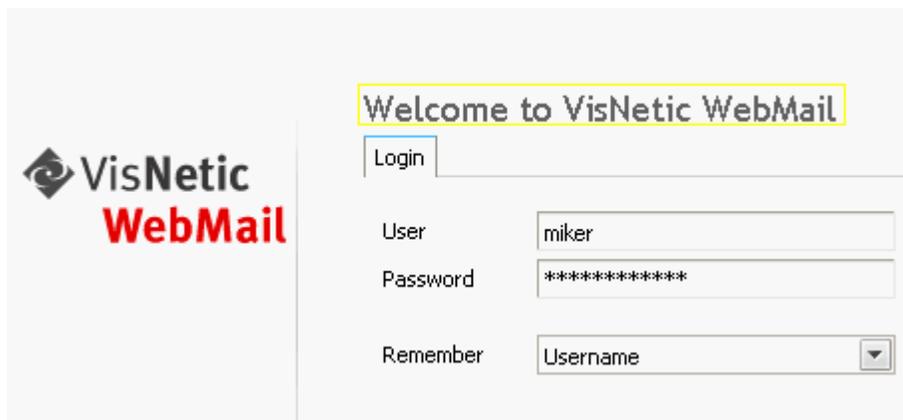
You can also define what will be written as the page title of all your webmail sites and what title will be displayed on the login form.

This is changed in General options - Layout tab as you can see on picture below.



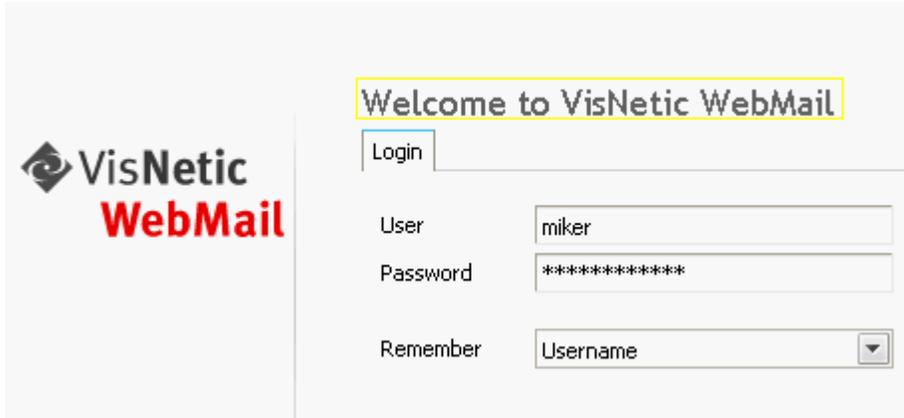
Page title will be, as mentioned, displayed on all titles of pages. (name of window in IE)

Login title will be displayed only on login screen, as shown on picture below.



NOTE - Each domain can have its own settings - including Logo & Title. However for this functionality it is critical to set a hostname mapping in domain settings so the VisNetic WebMail engine can automatically apply particular domain settings based on the hostname you are accessing Webmail Pro from.

## Changing the logo



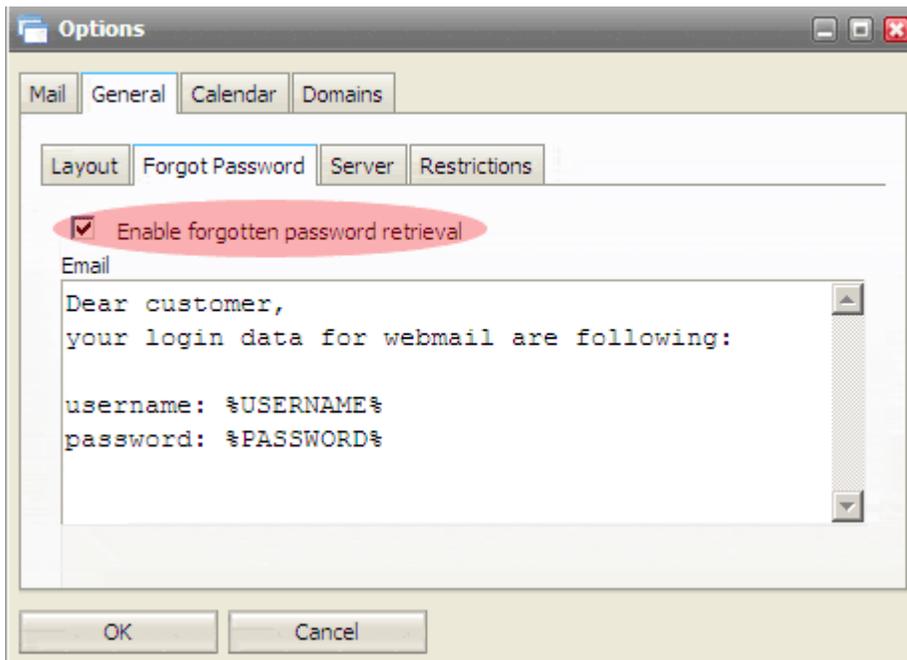
VisNetic WebMail's logo is also changeable.

It is stored in "<InstallDirectory>\html\webmail\client\skins\default\images\logo.gif". Simply replace that file with the logo you require

## Forgotten passwords sending option

Many times customers or users forgot their passwords.

Rather than reset passwords manually and send them their new one, VisNetic WebMail allows you to send them their actual password to their alternate email (if defined).



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

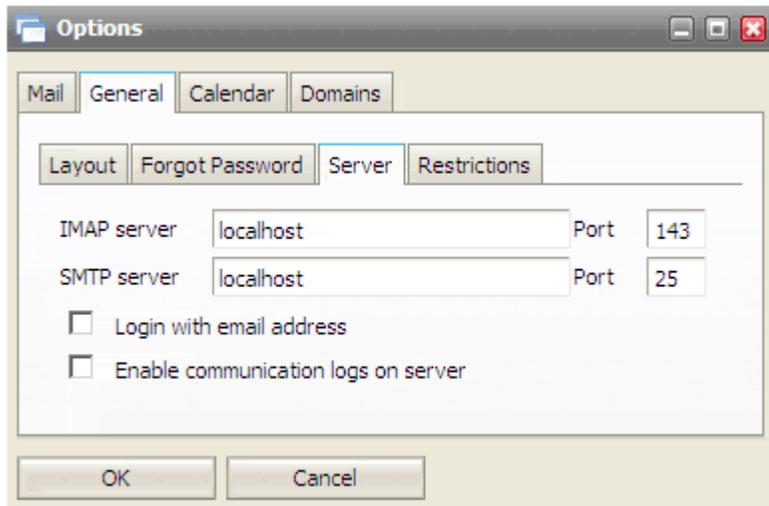
## Server options

- In Server options you can modify the connection to your VisNetic MailServer.  
Note that this only needs to be changed if you are using non-standard ports or your VisNetic MailServer is not bound to localhost IP address.

VisNetic WebMail also lets you modify the way users log in.

- Even if there is a username mode authentication set on VisNetic MailServer side VisNetic WebMail can be set to require full email address login if option "Login with email address is checked".

- The last option "Enable communication logs on server" is to be used for troubleshooting purposes. If enabled VisNetic WebMail logs all operations and communication between XML client side and PHP server side to <logpath>\webmail\date.log file.

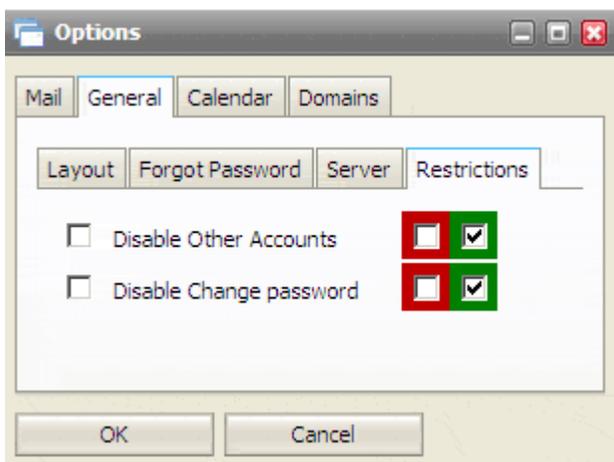


## Restrictions

The Restrictions allows you to restrict:

The use of external accounts to download mail from.

The ability of users to change their password.

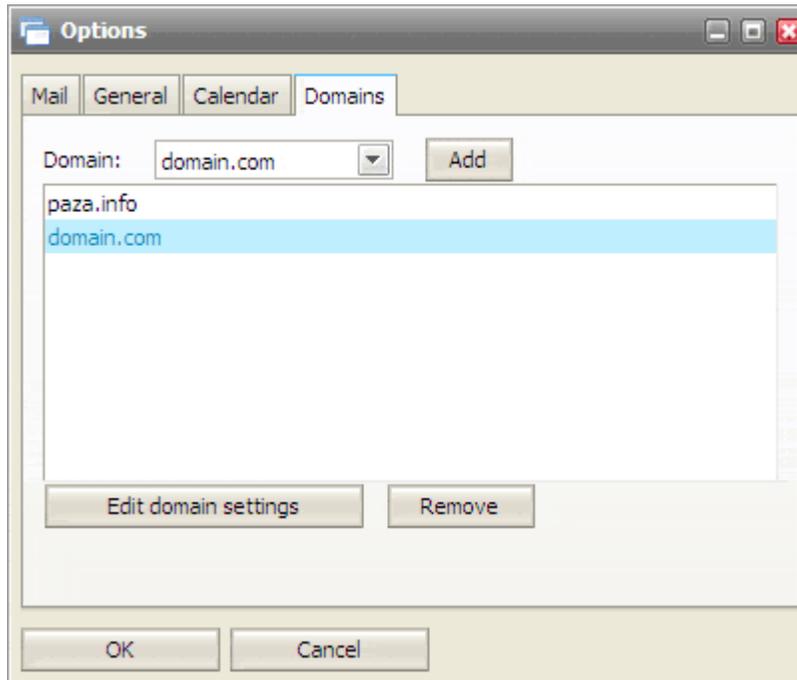


## Domains management

The Domains tab allows you to select which domains, running on VisNetic MailServer, you wish to manage.

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

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



Each domain can be then configured to have its own login page, title and other custom configuration Domain administrators are allowed to modify domain options except for settings that are forced by full administrator (Red Force checkbox is checked).

## CHAPTER 2

### Hostname to domain mapping

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

This option must be configured in a configuration file <visnetic mailserv>\config\\_webmail\\_hosts\<>hostname>.dat file. The only content of the file is the domain name.

As example - when someone accesses mail.vmsdemo.com with their browser, VisNetic MailServer will:

Find the mail.vmsdemo.com.dat file

Read the file

Use the Domain settings for vmsdemo.com (i.e. use the Titles and Logo specified for vmsdemo.com)

## Installing New Dictionary for Aspell

VisNetic WebMail has build-in spell checker based on Aspell libraries. Aspell is free and open source spell checker.

For installing new aspell library, go to [aspell.net/win32/](http://aspell.net/win32/) and there select your language and download concrete file there from.

Language Name (In English)	File	File Size
Breton	<a href="#">aspell-br-0.50-2-3.exe</a>	862 k
Catalan	<a href="#">aspell-ca-0.50-2-3.exe</a>	3.9 M
Czech	<a href="#">aspell-cs-0.50-2-3.exe</a>	17 M
Welsh	<a href="#">aspell-cy-0.50-3-3.exe</a>	4.2 M

**TIP: From the filename of dictionary you can detect that "XY" mentioned below.**

After download process will finish, start installation process and when asking for path where to install aspell, write:

**<InstallDirectory>\aspell**

Installation will be successfully finished after a minute. Than go through following steps:

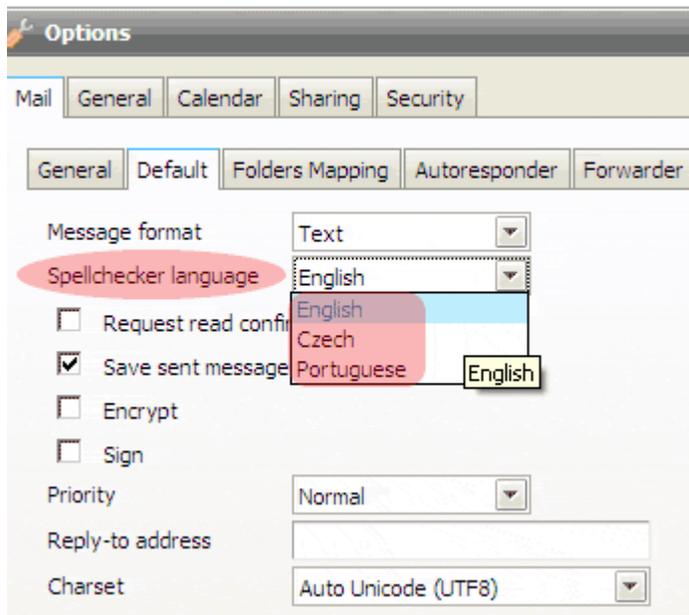
- Go to <InstallDirectory>\aspell

- check if there all installed dictionaries stored are
  - than go to <InstallDirectory>\config\\_webmail
  - in this folder you can see file named "spellchecker.xml"
  - you have to edit this file, so open that in text editor (notepad)
  - add line with your language between <item> and </item>
- the line might be compounded from "<XY>name of language</XY>"

where XY is short cut of language and must be similar to aspell filename. If you are not sure, go back to <InstallDirectory>\aspell and retype aspell filename here stored (only 2 characters) to mentioned .xml file.

Then continue with "name of language", this name will be displayed in webmail, when selecting which dictionary will be used for checking.

- After all languages will be edit to .xml file, save that
- Simply check if all languages are added by click-on Options in webmail menu.



As you can see on the picture above, you can choose from all installed aspell dictionaries for default checking.

By this last check, installation of new spellchecker database finishes. Enjoy.



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