Zimbra™ Collaboration Suite Administrator's Guide

Release 6.0

Open Source Edition
August 2009

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Zimbra Collaboration Suite leverages many great technologies from the open source community: MySQL, OpenLDAP, Postfix, SpamAssassin, and Apache. Zimbra believes that great products come from contributing to and leveraging open source technologies. We are thankful for the great contributions that led to the creation of MySQL, OpenLDAP, Postfix, SpamAssassin, and Apache software.

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ZCS 6.0

8/172009

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Chapter 1 Introduction

Zimbra™ Collaboration Suite is a full-featured messaging and collaboration solution that includes email, address book, calendaring, tasks, and Web document authoring.

Intended Audience

This guide is intended for system administrators responsible for installing, maintaining, and supporting the server deployment of Zimbra.

Readers of this guide should possess the following recommended knowledge and skill sets:

- Familiarity with the associated technologies and standards, including Red Hat® Enterprise Linux® operating system, SUSE operating systems, and open source concepts
- Industry practices for mail system management

Available Documentation

The following ZCS documentation is available:

- ***Installation Guide*s**. Installation guides for single server and multi-server installation, include system requirements and server configuration instructions.
- ***Administrator Guide***. This guide provides a comprehensive product overview, including architecture, server functionality, administration tasks, configuration options, and monitoring tools.
- **ZCS Migration Wizard Guides**. The guides provides instructions for running the Migration Wizard to migrate accounts from either Microsoft Exchange servers or Lotus Domino servers.
- **Zimbra administration console Help**. The Help topics describes how to perform tasks required to centrally manage ZCS servers and mailbox accounts from the administration console.
- **Zimbra Web Client Help**. The Help topics describes how to use the features of the ZCS Web Client.

- **Release Notes**. Late-breaking news for product releases and upgrade instructions are contained in the release notes. The latest notes can be found on the Zimbra Website, www.zimbra.com.

Support for Recommended Third-Party Components

Where possible, Zimbra adheres to existing industry standards and open source implementations for backup management, user authentications, operating platform, and database management. However, Zimbra only supports the specific implementations described in the Zimbra Collaboration Suite architecture overview in the Product Overview chapter as officially tested and certified for the Zimbra Collaboration Suite. This document may occasionally note when other tools are available in the marketplace, but such mention does not constitute an endorsement or certification.

Support and Contact Information

Visit **www.Zimbra.com** to join the community and to be a part of building the best open source messaging solution. We appreciate your feedback and suggestions.

- Contact sales@Zimbra.com to purchase Zimbra Collaboration Suite
- Explore the Zimbra Forums for answers to installation or configurations problems
- Join the Zimbra Forums, to participate and learn more about the Zimbra Collaboration Suite.

Let us know what you like about the product and what you would like to see in the product. Post your ideas to the Zimbra Forum.

If you encounter problems with this software, go to http://bugzilla.Zimbra.com to submit a bug report. Make sure to provide enough detail so that the bug can be easily duplicated.

Chapter 2 Product Overview

This chapter describes the Zimbra application architecture, integration points, and information flow.

The Zimbra Collaboration Suite is designed to provide an end-to-end mail solution that is scalable and highly reliable. The messaging architecture is built with well-known open-system technology and standards and is composed of a mail server application and a client interface.

The architecture includes the following core advantages:

- **Open source integrations**. Linux®, Jetty, Postfix, MySQL®, OpenLDAP®.
- **Uses industry standard open protocols**. SMTP, LMTP, SOAP, XML, IMAP, POP.
- **Modern technology design**. Java, JavaScript thin client, DHTML.
- **Horizontal scalability**. Because each mailbox server includes its own data store, message store, and set mailbox accounts, you don't change anything on existing servers in order to scale the system. To scale for additional mail accounts, add more servers.
- Red Hat® Enterprise Linux® Cluster Suite version 4, Update 5 or later or with Veritas™ Cluster Server by Symantec (VCS) version 5.0 with maintenance pack 1 or later.**Browser based client interface**. Zimbra Web Client gives users easy access to all the ZCS features.
- Administration console to manage accounts and servers.

Core Functionality

The Zimbra Collaboration Suite is an innovative messaging and collaboration application that offers the following state-of-the-art messaging and collaboration solutions:

- Email
- Group Calendars
- Address Books
- Task Management
- Web document management and authoring.

The core functionality within ZCS is as follows:

- Mail delivery and storage
- Indexing of mail messages upon delivery
- Mailbox server logging
- IMAP and POP support
- Directory services
- Anti-spam protection
- Anti-virus protection

Administrators can easily manage domains, servers, and accounts from the browser based administration console.

- Manage classes of service
- Add accounts and domains
- Set account restrictions either for an individual account or by COS
- Create and edit distribution lists
- Import Microsoft Exchange user accounts
- Set up virtual hosts on a domain
- Manage servers
- View and manage system status
- Monitor usage

Zimbra offers two browser based web clients, Advanced Zimbra Web Client that offers a state-of-the-art Ajax web client; and Standard Zimbra Web Client as an HTML client. Some of the features that can be found in the web client include:

- Compose, read, reply, forward, and use other standard mail features
- View mail by conversation threads
- Tag mail to easily group messages for quick reference
- Perform advanced searches
- Save searches
- Use Calendar to schedule appointments
- Share calendar, email folders, address book lists with others
- Create address books and share with others
- Set mailbox usage preferences, including defining mail filtering options
- Use ZCS Documents to create, organize and share web documents
- Use the Tasks feature to create to-do lists and manage tasks through to completion.

Zimbra Components

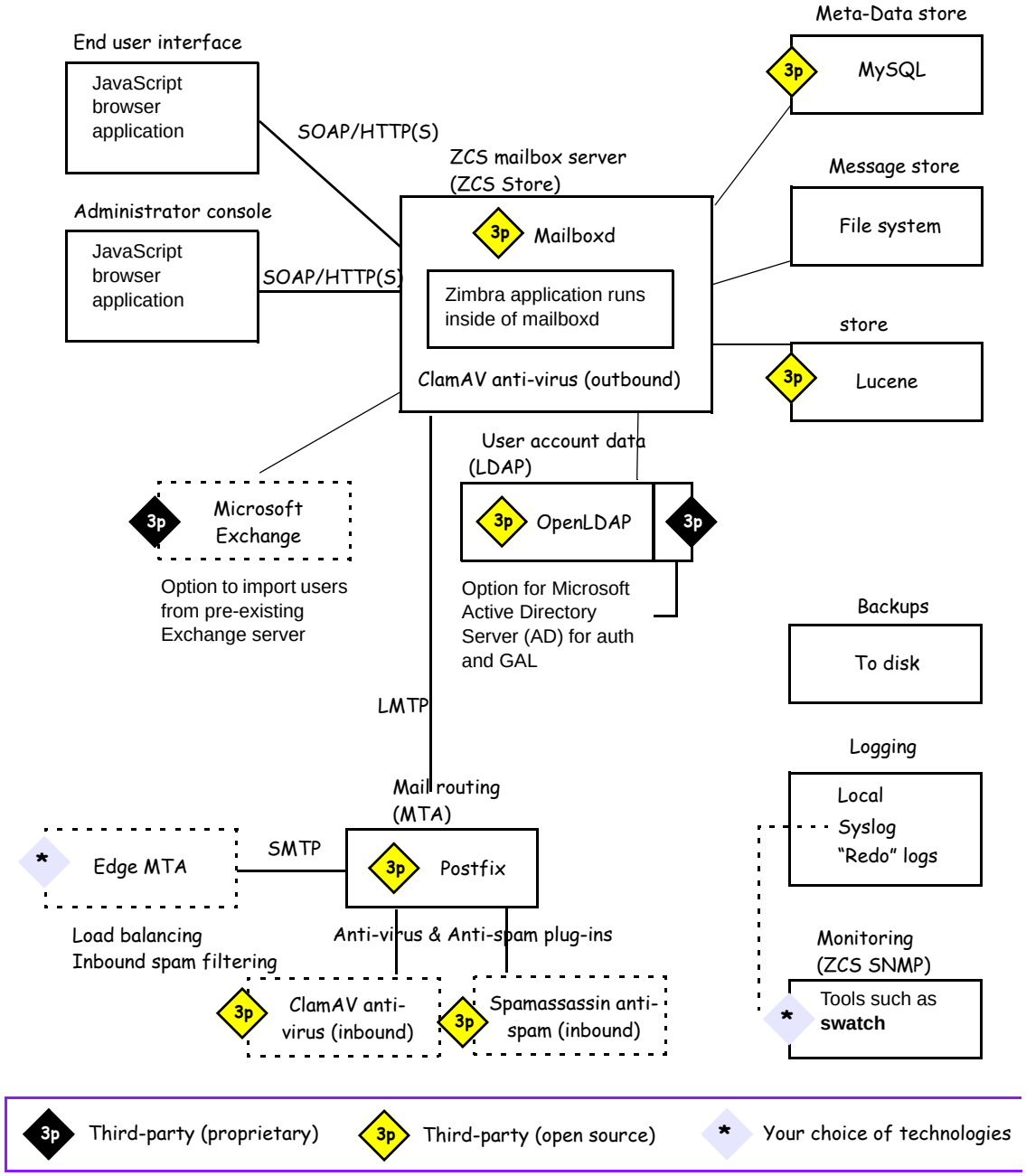
Zimbra architecture includes open-source integrations using industry standard protocols. The third-party software listed below is bundled with Zimbra software and installed as part of the installation process. These components have been tested and configured to work with the software.

- Jetty, the web application server that Zimbra software runs in.
- Postfix, an open source message transfer agent (MTA) that routes mail messages to the appropriate Zimbra server
- OpenLDAP software, an open source implementation of the Lightweight Directory Access Protocol (LDAP) that provides user authentication
- MySQL database software
- Lucene, an open-source full featured text and search engine
- Anti-virus and anti-spam open source components including:
  - ClamAV, an anti-virus scanner that protects against malicious files
  - SpamAssassin mail filter that attempt to identify spam
  - Amavisd-new, which interfaces between the MTA and one or more content checkers
- James/Sieve filtering, used to create filters for email

System Architecture

Figure 1 shows the Zimbra Collaboration Suite architectural design, including the open-source software bundled with the Suite and other recommended third-party applications.

Figure 1: ZCS Collaboration Suite System Architecture



Zimbra Packages

The Zimbra Collaboration Suite includes the following application packages.

Zimbra Core

The Zimbra Core package includes the libraries, utilities, monitoring tools, and basic configuration files.

Zimbra LDAP

The Zimbra Collaboration Suite uses the OpenLDAP software, an open source LDAP directory server. User authentication is provided through OpenLDAP. Each account on the Zimbra server has an unique mailbox ID that is the primary point of reference to identify the account.

The OpenLDAP schema has been customized for the Zimbra Collaboration Suite.

Zimbra MTA (mail routing server)

Postfix is the open source mail transfer agent (MTA) that receives email via SMTP and routes each message to the appropriate Zimbra mailbox server using Local Mail Transfer Protocol (LMTP). The Zimbra MTA also includes the anti-virus and anti-spam components.

Zimbra Store (Zimbra server)

The Zimbra store package installs the components for the mailbox server, including Jetty, which is the servlet container the Zimbra software runs within. Within ZCS, this servlet container is called **mailboxd**.

Each account is configured on one mailbox server, and this account is associated with a mailbox that contains all the mail messages and file attachments for that mail account.

The mailbox server includes the following components:

- Data store
- Message store
- Index store

Each Zimbra server has its own standalone data store, message store and store for the mailboxes on that server.

As each email arrives, the Zimbra server schedules a thread to have the message indexed (Index store).

Data store. The **data store** is a MySQL database where internal mailbox IDs are linked with user accounts. The data store maps the mailbox IDs to users' OpenLDAP accounts. This database contains each user's set of tag

definitions, folders, calendar schedules, and contacts, as well as the status of each mail message - read, unread, tags associated to message, and folder the message resides in.

Message store. The **message store** is where all email messages and file attachments reside. Messages are stored in MIME format. A message that is sent to multiple recipients who have accounts on one mailbox server are stored only once in the file system.

Index store. Index and search technology is provided through Lucene. Index files are maintained for each mailbox.

Zimbra-SNMP

Installing the Zimbra-SNMP package is optional. If you choose to install Zimbra-SNMP for monitoring, the package should be run on every server (Zimbra server, Zimbra LDAP, Zimbra MTA) that is part of the Zimbra configuration. Zimbra uses swatch to watch the syslog output to generate SNMP traps.

Zimbra Logger

Installing the Zimbra Logger package is optional and is installed on one mailbox server. The Zimbra logger installs tools for syslog aggregation, reporting, and message tracing. If you do not install Logger, you cannot use the message trace feature. In addition, the server statistics are not captured, and the server statistics section of the administration console will not display.

Zimbra Spell

Installing the Zimbra Spell package is optional. Aspell is the open source spell checker used on the Zimbra Web Client. When Zimbra-Spell is installed, the Zimbra-apache package is also installed.

Zimbra Proxy

Installing the Zimbra Proxy is optional. Use of an IMAP/POP proxy server allows mail retrieval for a domain to be split across multiple Zimbra servers on a per user basis.

Note: *The Zimbra Proxy package can be installed with the Zimbra LDAP, the Zimbra MTA, the Zimbra Mailbox server, or on its own server.*

Zimbra Memcached

Memcached is a separate package from zimbra-proxy and is automatically selected when the zimbra-proxy ~~-~~package is installed. ~~At least o~~One server must run zimbra-memcached when the proxy is in use. All installed zimbra-proxies can use a single memcached server.

Zimbra System Directory Tree

Table 1 lists the main directories created by the Zimbra installation packages.

The directories not listed in this table are libraries used for building the core Zimbra software

Note: *The directory organization is the same for any server in the Zimbra Collaboration Suite, installing under /**opt/Zimbra**.*

Table 1 Directory Structure for Zimbra Components

Parent	Directory	Description
/opt/ Zimbra/		Created by all Zimbra installation packages
	bin/	Zimbra application files, including the utilities described in Appendix A, Command -Line Utilities
	clamav	Clam AV application files for virus and spam controls
	conf/	Configuration information
	contrib	Third party scripts for conveyance
	convertd	Convert service
	cyrus-sasl	SASL AUTH daemon
	data/ldap/ hdb	OpenLdap data directory
	db/	Data Store
	doc/	SOAP txt files
	dspam	DSPAM antivirus
	httpd	Spell server
	/	Store
	java/	Contains Java application files
	jetty/	mailboxd application server instance. In this directory, the **webapps/Zimbra/skins** directory includes the Zimbra UI theme files.
	lib/	Libraries
	libexec/	Internally used executables
	log/	Local logs for Zimbra server application

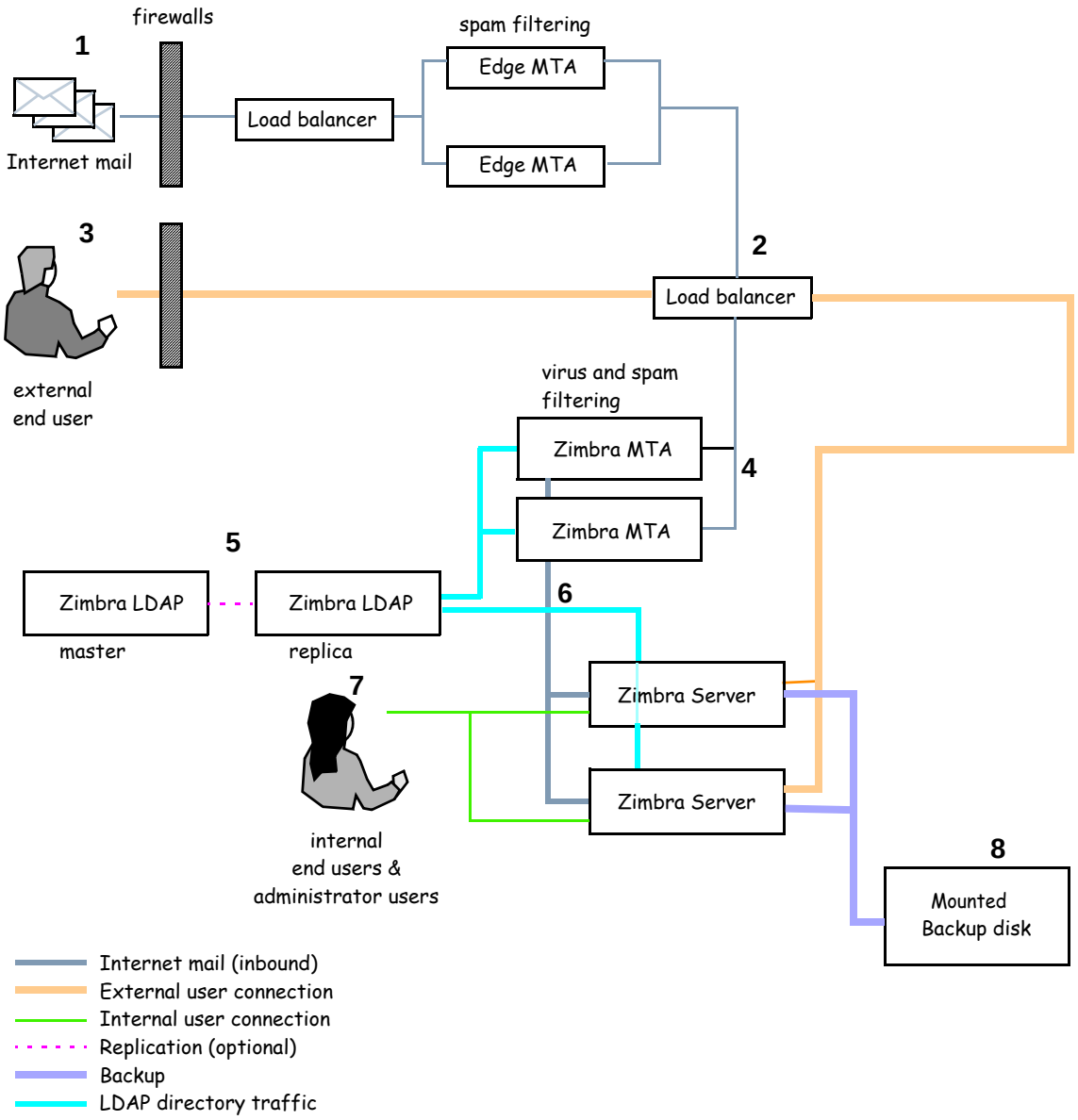
Parent	Directory	Description
	logger/	MySQL data files for logger services MySQL instance
	mysql/	MySQL database files
	openldap/	OpenLDAP server installation, pre-configured to work with Zimbra
	postfix/	Postfix server installation, pre-configured to work with Zimbra
	redolog/	Contains current transaction logs for the Zimbra server
	sleepycat/	Berkeley DB
	snmp/	SNMP monitoring files
	ssl/	Certificates
	store/	Message store
	wiki	Contains the Zimbra Documents global template file
	zimbramon/	Contains the control scripts and Perl modules
	zimlets	Contains Zimlet zip files that are installed with Zimbra
	zimlets-extra	Contains Zimlet zip files that can be installed
	zmstat	mailboxd statistics are saved as .csv files

Example of a Typical Multi-Server Configuration

The exact configuration for each deployment is highly dependent on variables including the number of mailboxes, mailbox quotas, performance requirements, existing network infrastructure, IT policies, security methodologies, spam filtering requirements, and so forth.

Figure 2 shows a typical configuration with incoming traffic and user connection. Alternate ways of configuring at many points within the network are possible.

Figure 2: Typical Configuration with Incoming Traffic and User Connections



Explanation of Figure 2 follows:

1. Inbound Internet mail goes through a firewall and load balancing to the edge MTA for spam filtering.
2. The filtered mail then goes through a second load balancer.
3. An external user connecting to the messaging server also goes through a firewall to the second load balancer.
4. The inbound Internet mail goes to any of the Zimbra MTA servers and goes through spam and virus filtering.

5 The designated Zimbra MTA server looks up the addressee's directory information from the Zimbra LDAP replica server.

6 After obtaining the user's information from the Zimbra LDAP server, the MTA server sends the mail to the appropriate Zimbra server.

7 Internal end-user connections are made directly to any Zimbra server which then obtains the user's directory information from Zimbra LDAP and redirects the user as needed.

8 Zimbra servers' backups can be processed to a mounted disk.

Chapter 3 Zimbra Mailbox Server

The Zimbra mailbox server is a dedicated server that manages all of the mailbox contents, including messages, contacts, calendar, Documents notebooks, and attachments. Messages are received from the Zimbra MTA server and then passed through any filters that have been created. Messages are then indexed and deposited into the correct mailbox.

Each Zimbra mailbox server in the system can see only its own storage volumes. Zimbra mailbox servers cannot see, read, or write to another Zimbra server.

In a ZCS single server environment, all services are on one server, and during installation the computer is configured to partition the disk to accommodate each of the services.

In a ZCS multi-server environment, the LDAP and MTA services can be installed on separate servers. See the Multi-Server Installation Guide.

Incoming Mail Routing

The MTA server receives mail via SMTP and routes each mail message to the appropriate Zimbra mailbox server using LMTP. As each mail message arrives, the Zimbra server schedules a thread to have Lucene index it.

Disk Layout

The mailbox server includes the following volumes:

- **Message Store.** Mail message files are in **opt/zimbra/store**
- **Data Store.** The MySQL database files are in **opt/zimbra/db**
- **Index Store.** Index files are in **opt/zimbra/index**
- **Log files.** Each component in the Zimbra Collaboration Suite has log files. Local logs are in **/opt/zimbra/log**

Message Store

The Zimbra Message Store is where all email messages reside, including the message body and any file attachments. Messages are stored in MIME format.

The Message Store is located on each Zimbra server under **/opt/zimbra/store**. Each mailbox has a dedicated directory named after its internal Zimbra mailbox ID.

Note: *Mailbox IDs are unique per server, not system-wide.*

Single-Copy Message Storage

Single copy storage allows messages with multiple recipients to be stored only once in the file system. On UNIX systems, the mailbox directory for each user contains a hard link to the actual file.

Data Store

The Zimbra Data Store is a MySQL database that contains all the metadata regarding the messages including tags, conversations, and pointers to where the messages are stored in the file system.

Each account (mailbox) resides only on one server. Each Zimbra server has its own stand alone data store containing data for the mailboxes on that server.

The Data Store contains:

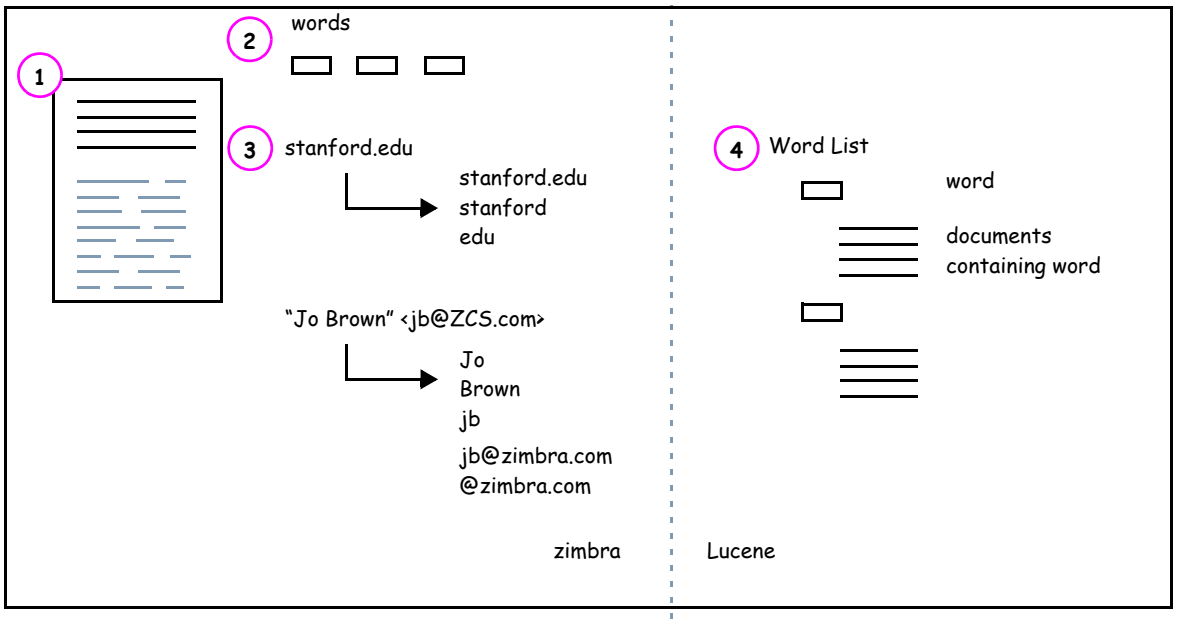
- Mailbox-account mapping. The primary identifier within the Zimbra database is the mailbox ID, rather than a user name or account name. The mailbox ID is only unique within a single mailbox server. The Data Store maps the Zimbra mailbox IDs to the users' OpenLDAP accounts.
- Each user's set of tag definitions, folders, and contacts, calendar appointments, tasks notebooks, and filter rules.
- Information about each mail message, including whether it is read or unread, and which tags are associated.

Index Store

The index and search technology is provided through Apache Lucene. Each message is automatically indexed as it enters the system. Each mailbox has an index file associated with it.

The tokenizing and indexing process is not configurable by administrators or users.

Figure 3: Message tokenization



The process is as follows:

1. The Zimbra MTA routes the incoming email to the Zimbra mailbox server that contains the account's mailbox.
2. The mailbox server parses the message, including the header, the body, and all readable file attachments such as PDF files or Microsoft Word documents, in order to tokenize the words.
3. The mailbox server passes the tokenized information to Lucene to create the index files.

   Note: *Tokenization is the method for indexing by each word. Certain common patterns, such as phone numbers, email addresses, and domain names are tokenized as shown in Figure 3.*

Log

A Zimbra deployment consists of various third-party components with one or more Zimbra mailbox servers. Each of the components may generate its own logging output.

Selected Zimbra log messages generate SNMP traps, which you can capture using any SNMP monitoring software. See Chapter 12, Monitoring Zimbra Servers.

Chapter 4 Zimbra Directory Service

The Zimbra LDAP service is a directory service running a version of the OpenLDAP software that has the Zimbra schema already installed. This chapter describes how the directory service is used for user authentication and account configuration and management.

Note: *Zimbra also supports integration with Microsoft's Active Directory Server. Contact Zimbra support for more detailed information on specific directory implementation scenarios.*

The LDAP server is identified when ZCS is installed. Each server has its own LDAP entry that includes attributes specifying operating parameters. In addition, there is a global configuration object that sets defaults for any server whose entry does not specify every attribute.

A selected subset of these attributes can be modified through the Zimbra administration console; others can be changed through the CLI utility.

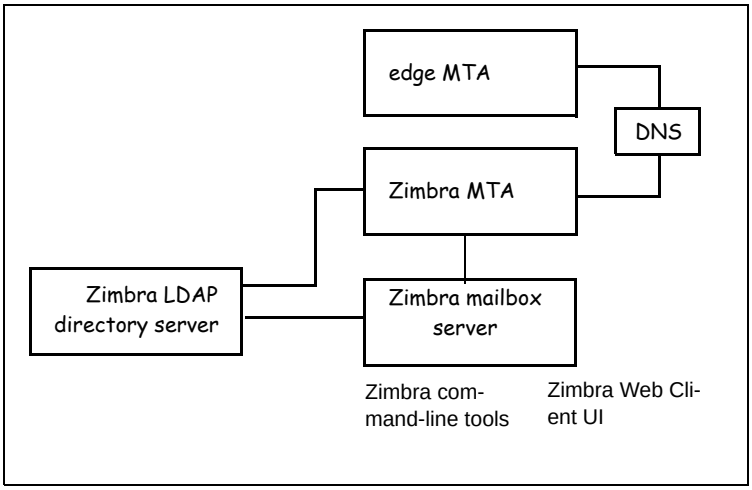
Directory Services Overview

LDAP directory services provide a centralized repository for information about users and devices that are authorized to use your network. The central repository used for Zimbra's LDAP data is the OpenLDAP directory server.

Figure 4 shows traffic between the Zimbra-LDAP directory server and the other servers in the Zimbra system. The Zimbra MTA and the Zimbra mailbox server read from, or write to, the LDAP database on the directory server. The edge MTA does not connect to the LDAP database; instead, it uses the DNS server's MX entry to determine where to direct mail.

The Zimbra clients connect through the Zimbra server, which in turn connects to LDAP.

Figure 4: LDAP Directory Traffic



At the core of every LDAP implementation is a database organized using a schema. The schema specifies the types of objects that are stored in the database, and what types of attributes they have.

An LDAP directory entry consists of a collection of attributes and has a globally unique distinguished name (DN). The attributes allowed for an entry are determined by the *object classes* associated with that entry. The values of the object class attributes determine the schema rules the entry must follow.

The object classes determine what type of object the entry refers to and what type of data can be stored for that entry. An entry's object class that determines what kind of entry it is, is called a structural object class and cannot be changed. Other object classes are called auxiliary and may be added to or deleted from the entry.

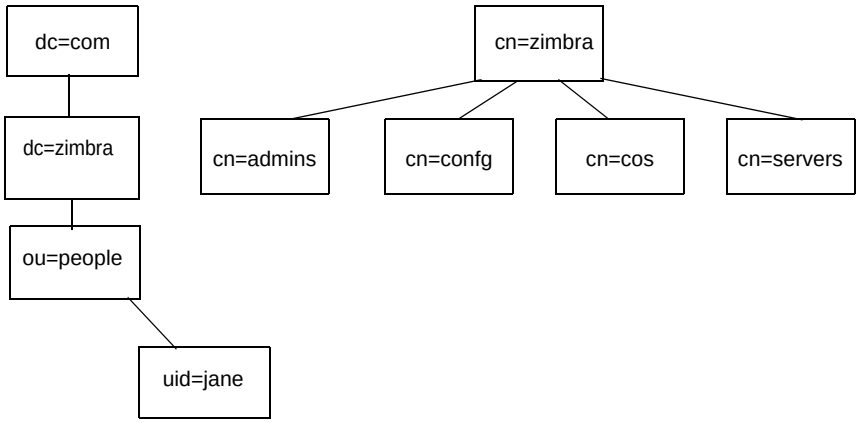
Use of auxiliary object classes in LDAP allows for an object class to be combined with an existing object class. For example, an entry with structural object class **inetOrgPerson,** and auxiliary object class **zimbraAccount,** would be an account, either administrator or end-user. An entry with the object class **zimbraServer** would be a server in the Zimbra system that has one or more Zimbra packages installed.

LDAP Hierarchy

LDAP directories are arranged in an hierarchal tree-like structure. In the Zimbra system, the structure is arranged based on Internet domain names. LDAP entries typically include items such as user accounts, organizations, or servers.

Figure 5 shows the Zimbra LDAP hierarchy. Each type of entry (object) has certain associated object classes.

Figure 5: Zimbra LDAP Hierarchy



For a complete listing of the Zimbra auxiliary object classes, see the Zimbra LDAP Schema.

Zimbra Schema

Every LDAP implementation has a schema that defines its domain structure, account attributes, and other data structures in use by the organization. Zimbra includes a custom LDAP schema that extends the generic schema included with OpenLDAP software and is designed to potentially coexist with existing directory installations. The Zimbra server, the administration console, the command-line account provisioning, and the management utilities require the Zimbra schema.

All attributes and object classes specifically created for Zimbra are prefaced by “zimbra,” as in **zimbraMailRecipient** object class or the **zimbraAttachmentsBlocked** attribute.

The Zimbra schema assumes a baseline schema. In the OpenLDAP installer package included with Zimbra, the following schema files are included in the OpenLDAP implementation:

- core.schema
- cosine.schema
- inetorgperson.schema
- zimbra.schema

Note: *You cannot modify the Zimbra schema.*

Account Authentication

This section describes the account authentication mechanisms and formatting directives supported:

- Internal
- External LDAP
- External Active Directory

The **Internal** authentication method assumes the Zimbra schema running on the OpenLDAP directory server.

The **External LDAP** and **External Active Directory** authentication methods attempt to bind to the specified LDAP server, using the supplied user name and password. These methods can be used if the email environment uses Microsoft Active Directory directory services for authentication and the Zimbra-LDAP directory services for all other Zimbra-related transactions. This requires that users exist in both OpenLDAP and in the Active Directory servers.

The authentication method type is set on a per-domain basis, using the **zimbraAuthMech** attribute, with other information also coming from the domain. If this attribute is not set, the default is to use the internal method as the authentication.

Internal Authentication Mechanism

For accounts stored in the OpenLDAP server, the **userPassword** attribute stores a salted-SHA1 (SSHA) digest of the user's password. This information is not used to connect to the directory server; it is only used to compare with the information on the OpenLDAP server, using a pool of re-usable administrator LDAP connections.

External LDAP and External Active Directory Authentication Mechanism

Unlike the internal authentication mechanism, the external authentication mechanism attempts to bind to the directory server using the supplied user name and password. If this bind succeeds, the connection is closed and the password is considered valid.

Two additional domain attributes are required for the external mechanism: **zimbraAuthLdapURL** and **zimbraAuthLdapBindDn**.

zimbraAuthLdapURL Attribute and SSL

The **zimbraAuthLdapURL** attribute contains the URL of the Active Directory server to bind to. This should be in the form:

ldap://ldapserver:port/

where **ldapserver** is the IP address or host name of the Active Directory server, and *port* is the port number. You can also use the fully qualified host name instead of the port number.

Examples include:

ldap://server1:389
ldap://exch1.acme.com

For SSL connection, use **ldaps:** instead of **ldap:**. If the SSL version is used, the SSL certificate used by the server must be configured as a trusted certificate.

zimbraAuthLdapBindDn Attribute

The **zimbraAuthLdapBindDn** attribute is a format string used to determine which user name to use when binding to the Active Directory server.

During the authentication process, the user name starts out in the format:

user@domain.com

The user name may need to be transformed into a valid LDAP bind dn (distinguished name). In the case of Active Directory, that bind dn might be in a different domain.

Custom Authentication - zimbraCustomAuth

You can implement a custom authentication on your domain. Custom authentication allows external authentication to your proprietary identity database. When an AuthRequest comes in, Zimbra checks the designated auth mechanism for the domain. If the auth mechanism is set to custom auth, Zimbra invokes the registered custom auth handler to authenticate the user.

To set up custom authentication, prepare the domain for the custom auth and register the custom authentication handler.

Preparing a domain for custom auth

To enable a domain for custom auth, set the domain attribute, **zimbraAuthMet to custom:{registered-custom-auth-handler-name}**.

For example:

zmprov modifydomain {domain|id} zimbraAuthMech custom:sample.

In the above example, “sample” is the name under which a custom auth mechanism is registered.

Registering a custom authentication handler

To register a custom authentication handler, invoke ZimbraCustomAuth.register [handlerName, handler] in the init method of the extension.

- Class: com.zimbra.cs.account.ldap.zimbraCustomAuth
- Method: public synchronized static void register [String handlerName, zimbraCustomAuth handler]

Note: *Definitions*

- **handlername** is the name under which this custom auth handler is registered to Zimbra's authentication infrastructure. This is the name that is set in the domain's zimbraAuthMech attribute. For example, if the registered name is "sample", than zimbraAuthMech must be set to custom:sample.
- **handler** is the object on which the authenticate method is invoked for this custom auth handler. The object has to be an instance of zimbraCustomAuth (or subclasses of it).

Example

```
public class SampleExtensionCustomAuth implements ZimbraExtension {

public void init() throws ServiceException {
      /*
       * Register to Zimbra's authentication infrastructure
       *
       * custom:sample should be set for domain attribute zimbraAuthMech
       */
      ZimbraCustomAuth.register("sample", new SampleCustomAuth());
   }
...
}
```

How Custom Authentication Works

When an AuthRequest comes in, if the domain is specified to use custom auth, the authenticating framework invokes the authenticate method on the **ZimbraCustomAuth** instance passed as the handler parameter to **ZimbraCustomAuth.register ()**.

The account object for the principal to be authenticated and the clear-text password entered by the user are passed to the **ZimbraCustomAuth .authenticate** () method. All attributes of the account can be retrieved from the account object.

Kerberos5 Authentication Mechanism

Kerberos5 Authentication Mechanism authenticates users against an external Kerberos server. To set up Kerberos5 auth set the domain attribute zimbraAuthMech to kerberos5. Then set the domain attribute zimbraAuthKerberos5Realm to the Kerberos5 realm in which users in this domain are created in the Kerberos database.

When users log in with an email password and the domain, **zimbraAuthMech** is set to **kerberos5**, the server constructs the Kerberos5 principal by **{localpart-of-**

the-email}@{value-of-zimbraAuthKerberos5Realm} and uses that to authenticate to the kerberos5 server.

Kerberos5 can be supported for individual accounts. This is done by setting the account's zimbraForeignPrincipal as kerberos5. Set the account's **zimbraForeignPrincipal** as **kerberos5:{kerberos5-principal}**. For example: kerberos5:user1@MYREALM.COM. If **zimbraForeignPrincipal** starts with **"**kerberos5:**"**, the server uses {kerberos5-principal} as the Kerberos5 principal instead of the algorithm of grabbing the realm from the zimbraAuthKerberos5Realm as mentioned in the previous paragraph.

Zimbra Objects

Zimbra uses auxiliary object classes to add Zimbra-specific attributes to existing objects such as an account. The LDAP objects used in Zimbra include the following:

- Accounts
- Class of Service (COS)
- Domains
- Distribution Lists
- Recipients
- Servers
- Global Configurations
- Aliases
- Zimlet
- CalendarResource
- Identity
- Data Source
- Signature

Accounts Object

An account object represents an account on the Zimbra mailbox server that can be logged into. Account entrees are either administrators or user accounts that can be logged into. The object class name is **zimbraAccount**. This object class extends the **zimbraMailRecipient** object class.

The object class **zimbraMailRecipient** is a directory entry that represents an entity that can receives mail. This is a visible external mail address that is expanded through aliases or forwarding into one or more internal/external addresses.

All accounts have the following properties:

- A name in the format of user@example.domain

- A unique ID that never changes and is never reused
- A set of attributes, some of which are user-modifiable (preferences) and others that are only configurable by the system administrator

All user accounts are associated with a domain, so a domain must be created before creating any accounts.

For more about account provisioning, see the Chapter 9, Managing User Accounts.

Class of Service (COS) Object

Class of Service is a Zimbra-specific object that defines the default attributes an email account has and what features are added or denied. The COS controls features, default preference settings, mailbox quotas, message lifetime, password restrictions, attachment blocking and server pools for creation of new accounts. The object class name is **zimbraCOS.**

Domains Object

A Domains object represents an email domain such as **example.com** or **example.org**. A domain must exist before email addressed to users in that domain can be delivered. The object class name is **zimbraDomain**.

Distribution Lists Object

Distribution lists, also known as mailing lists, are used to send mail to all members of a list by sending a single email to the list address. The object class name is **zimbraDistributionList**.

Recipient Object

Recipient object represents an entity that can receive mail. An external email address exists, and the recipient can be expanded through aliases or forwarding into one or more internal/external addresses. The object class name is **zimbraMailRecipient**. This object class name is only used in conjunction with **zimbraAccount** and **zimbraDistributionlist** classes.

Servers Object

The servers object represents a particular server in the Zimbra system that has one or more of the Zimbra software packages installed. During the installation, the software is automatically registered on the OpenLDAP server. The object class name is **zimbraServer**. Attributes describe server configuration information, such as which services are running on the server.

The server name is used by the Zimbra to make a request for the server object in the directory. The server requested gets its configuration information and picks up any changes that might have been made by the administrator through the administrator console.

Global Configuration Object

The Global Configuration object specifies default values for the following objects: server, account, COS, and domain. If the attributes are not set for other objects, the values are inherited from the global settings. The object class name is **zimbraGlobalConfig**.

Global configuration values are required and are set during installation as part of the Zimbra core package. These become the default values for the system.

Alias Object

Alias object is a placeholders in the directory to reserve a name. The object class name is **zimbraAlias**. The attribute points to another entry.

Zimlet Object

Zimlet Object defines Zimlets that are installed and configured in Zimbra. The object class name is **zimbraZimletEntry**. See the Working with Zimlets chapter for more information about Zimlets.

CalendarResource Object

CalendarResource object defines a calendar resource such as conference rooms or equipment that can be selected for a meeting. The object class name is **zimbraCalendarResource**.

Identity Object

Identity object represents a persona of a user. A persona contains the user's identity such as display name and a link to the signature entry used for outgoing emails. A user can create multiple personas. Identity entries are created under the user's LDAP entry in the DIT. The object class name is **zimbraIdentity**.

Data Source Object

Data source object represents an external mail source of a user. The two types of data source are POP3 and IMAP. A data source contains the POP3/ IMAP server name, port, and password for the user's external email account. The data source also contains persona information, including the display name and a link to the signature entry for outgoing email messages sent on behalf of the external account. Data Source entries are created under the user's ldap entry in the DIT. The object class name is **zimbraDataSource**.

Signature Object

Signature object represents a user's signature. A user can create multiple signatures. Signature entries are created under the user's LDAP entry in the DIT. The object class name is **zimbraSignature**.

Company Directory/GAL

A company directory is a company-wide listing of users, usually within the organization itself, that is available to all users of the email system. Sometimes called "white pages" or global address list (GAL), Zimbra uses the company directory to look up user addresses from within the company.

For each domain used in Zimbra, you can choose from the following GAL search options:

- Use an external LDAP server for the GAL
- Use the Zimbra implementation in OpenLDAP
- Include both external LDAP server and OpenLDAP in GAL searches

GAL Searches in Zimbra Client

The Zimbra client can search the GAL. The GAL search returns a list of directory entries that match the user's search.

When the user supplies a name to search for, that name is turned into an LDAP search filter similar to the following example:

```
(|(cn = %s*)(sn=%s*)(gn=%s*)(mail=%s*))
  (zimbraMailDeliveryAddress = %s*)
  (zimbraMailAlias=%s*)
  (zimbraMailAddress = %s*)
```

The string "**%s**" is replaced with the name the user is searching for.

GAL Attributes in Zimbra

Two possible sources for GAL information are the Zimbra server and the Active Directory server. The relevant LDAP/Active Directory fields are referenced in the Zimbra schema under the same names as listed in the Active Directory schema.

Table 1 maps generic GAL search attributes to their Zimbra contact fields.

Table 1 Attributes Mapped to Zimbra contact

Standard LDAP Attribute	Zimbra Contact Field
co	workCountry
company	Company
givenName/gn	firstName
sn	lastName
cn	fullName

Table 1 Attributes Mapped to Zimbra contact

Standard LDAP Attribute	Zimbra Contact Field
initials	initials
l	workCity
street, streetaddress	workStreet
postalCode	workPostalCode
telephoneNumber	workPhone
st	workState
title	jobTitle
mail	email
objectClass	Not currently mapped

Zimbra GAL Search Parameters

Like authentication, GAL is configured on a per-domain basis. From the administration console, you can run the GAL Configuration Wizard to configure the domain's attributes.

Modifying Attributes

The OpenLDAP directory should not be modified directly. Any additions, changes and deletions are made through the Zimbra administration console or from the CLI utility for provisioning, **zmprov**.

Users modify attributes for their entry (accounts) in the OpenLDAP directory when they change their options from the Zimbra Web Client.

Administrators can also modify LDAP attributes using the command-line tools described in "Appendix A Command-Line Utilities" on page 135.

Important: *Do not use any LDAP browsers to change the Zimbra LDAP content.*

Flushing LDAP Cache

The Zimbra LDAP server caches the following types of entries

- Themes (skins)
- Locales
- Account
- COS
- Domains

- Global configuration
- Server
- Zimlet configuration

Themes and Locales

When you add or change skin (themes) properties files and local resource files for ZCS on a server, you flush the cache to reload the new content. Until you do this, the new skins and locales are not available in the COS or Account.

- To flush skins, type **zmprov flushCache skin**
- To flush locales, type: **zmprov flushCache locale**

Note: *Flushing the skin/locale cache only makes the server aware of the resource changes. It does not automatically modify any COS or account's LDAP* **zimbraAvailableSkin** *and* **zimbraAvailableLocal** *settings. The LDAP attributes must be modified separately either from the administration console or with the zmprov ma command.*

Accounts, COS, Domains, and Servers

When you modify Account, COS, Domain, and Server attributes, the change is effective immediately on the server to which the modification is done. On the other servers, the LDAP entries are automatically updated after a period of time if the attributes are cached. Use zmprov flushCache to make the changes available immediately on a server.

Note: *The default ZCS setting for updating the server is 15 minutes.*

- To flush accounts, COS, domain, and server caches, type **zmprov flushCache [account|cos|domain|server] [name|id]**

If you do not specify a name or ID along with the type, all entries in cache for that type are flushed and the cache is reloaded.

Note: *Some server attributes are not effective until after a server restart, even after the cache is flushed. For example, settings like bind port or number of processing threads.*

Global Configuration

When you modify global config attributes, the changes are effective immediately on the server to which the modification is done. On other mailbox servers, you must flush the cache to make the changes available or restart the server. LDAP entries for global config attributes do not expire.

Note: *Some global config attributes are computed into internal representations only once per server restart. For efficiency reasons, changes to those attributes are not effective until after a server restart, even after the cache is flushed. Also, some global configuration settings and server settings*

that are inherited from global config are only read once at server startup, for example port or number of processing threads. Modifying these types of attributes requires a server restart.

To make a global config change effective on all servers do the following:

1. Modify the setting using **zmprov mcf**. For example, type **zmprov mcf zimbraImapClearTextLoginEnabled**.

   Note: *The change is only effective on the server zi***mbra_zmprov_default_soap_server, port zimbra_admin-service_port***.**

2. Flush the global config cache on all other servers, **zmprov flushCache** must be issued on all servers, one at a time. For example:

   zmprov –s server-1 flushCache config

   zmprov –s server-2 flushcache config

   zmprov –s server-3 flushcache config

Chapter 5 Zimbra MTA

The Zimbra MTA (Mail Transfer Agent) receives mail via SMTP and routes each message, using Local Mail Transfer Protocol (LMTP), to the appropriate Zimbra mailbox server.

The Zimbra MTA server includes the following programs:

- Postfix MTA, for mail routing, mail relay, and attachment blocking
- Clam AntiVirus, an antivirus engine used for scanning email messages and attachments in email messages for viruses
- SpamAssassin, a mail filter that attempts to identify unsolicited commercial email (spam), using a variety of mechanisms
- Amavisd-New, a Postfix content filter used as an interface between Postfix and ClamAV / SpamAssassin

In the Zimbra Collaboration Suite configuration, mail transfer and delivery are distinct functions. Postfix primarily acts as a Mail Transfer Agent (MTA) and the Zimbra mail server acts as a Mail Delivery Agent (MDA).

MTA configuration is stored in LDAP and a configuration script automatically polls the LDAP directory every two minutes for modifications, and updates the Postfix configuration files with the changes.

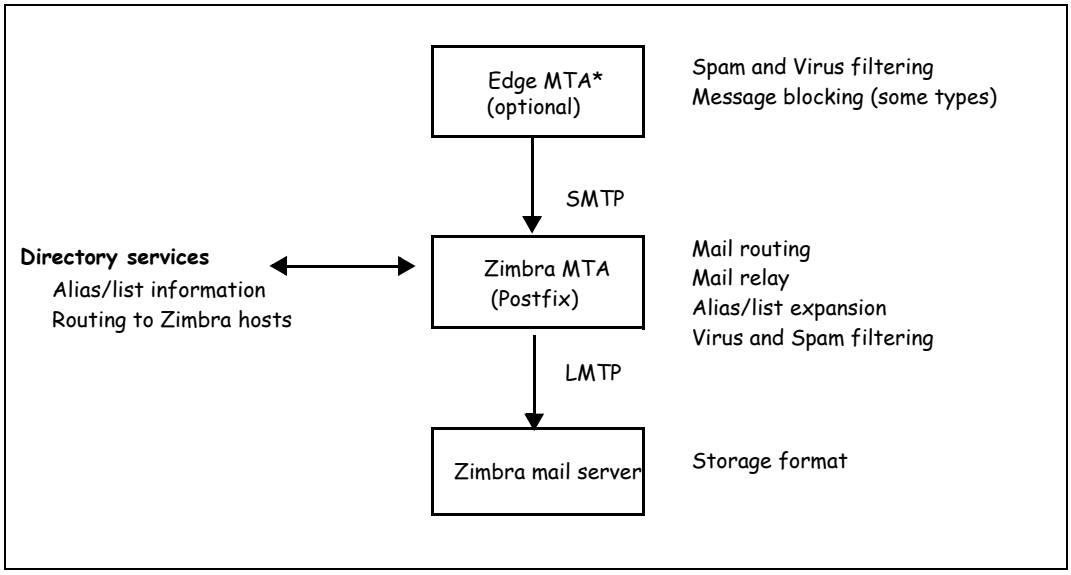
Zimbra MTA Deployment

The Zimbra Collaboration Suite includes a precompiled version of Postfix. This version does not have any changes to the source code, but it does include configuration file modifications, additional scripts, and tools.

Postfix performs the Zimbra mail transfer and relay. It receives inbound messages via SMTP, and hands off the mail messages to the Zimbra server via LMTP, as shown in Figure 6. The Zimbra MTA can also perform anti-virus and anti-spam filtering.

Postfix also plays a role in transfer of outbound messages. Messages composed from the Zimbra web client are sent by the Zimbra server through Postfix, including messages sent to other users on the same Zimbra server.

Figure 6: Postfix in a Zimbra Environment



***Edge MTA** The term edge MTA is a generic term referring to any sort of edge security solution for mail. You may already deploy such solutions for functions such as filtering. The edge MTA is optional. Some filtering may be duplicated between an edge MTA and the Zimbra MTA.

Postfix Configuration Files

Zimbra modified the following Postfix files specifically to work with the Zimbra Collaboration Suite:

- **main.cf** Modified to include the LDAP tables. The configuration script in the Zimbra MTA pulls data from the Zimbra LDAP and modifies the Postfix configuration files.
- **master.cf** Modified to use Amavisd-New.

Important: *Do not modify the Postfix configuration files directly! Some of the Postfix files are rewritten when changes are made in the administration console. Any changes you make will be overwritten.*

MTA Functionality

Zimbra MTA Postfix functionality includes:

- SMTP authentication
- Attachment blocking
- Relay host configuration
- Postfix-LDAP integration

- Integration with Amavisd-New, ClamAV, and Spam Assassin

SMTP Authentication

SMTP authentication allows authorized mail clients from external networks to relay messages through the Zimbra MTA. The user ID and password is sent to the MTA when the SMTP client sends mail so the MTA can verify if the user is allowed to relay mail.

Note: *User authentication is provided through the Zimbra LDAP directory server, or if implemented, through the Microsoft Active Directory Sever.*

SMTP Restrictions

In the administration console, you can enable restrictions so that messages are not accepted by Postfix when non-standard or other disapproved behavior is exhibited by an incoming SMTP client. These restrictions provide some protection against ill-behaved spam senders. By default, SMTP protocol violators (that is, clients that do not greet with a fully qualified domain name) are restricted. DNS based restrictions are also available.

Important: *Understand the implications of these restrictions before you implement them. You may want to receive mail from people outside of your mail system, but those mail systems may be poorly implemented. You may have to compromise on these checks to accommodate them.*

Relay Host Settings

Postfix can be configured to send all non-local mail to a different SMTP server. Such a destination SMTP server is commonly referred to as a relay or smart host. You can set this relay host from the administration console.

A common use case for a relay host is when an ISP requires that all your email be relayed through designated host, or if you have some filtering SMTP proxy server.

In the administration console, the relay host setting must not be confused with Web mail MTA setting. Relay host is the MTA to which Postfix relays non-local email. Webmail MTA is used by the Zimbra server for composed messages and must be the location of the Postfix server in the Zimbra MTA package.

Important: *Use caution when setting the relay host to prevent mail loops.*

MTA-LDAP Integration

The Zimbra LDAP directory service is used to look up email delivery addresses. The version of Postfix included with Zimbra is configured during the installation of the Zimbra Collaboration Suite to use the Zimbra LDAP directory.

Account Quota and the MTA

Account quota is the storage limit allowed for an account. Email messages, address books, calendars, tasks, Documents notebook pages and Briefcase files contribute to the quota. Account quotas can be set by COS or per account.

The MTA attempts to deliver a message, and if a Zimbra user's mailbox exceeds the set quota, the Zimbra mailbox server temporarily sends the message to the deferred queue to be delivered when the mailbox has space. The MTA server's bounce queue lifetime is set for five days. The deferred queue tries to deliver a message until this bounce queue lifetime is reached before bouncing the message back to the sender. You can change the default through the CLI **zmlocalconfig**, **bounce_queue_lifetime** parameter.

Note: *To permanently have messages bounced back to the sender, instead of being sent to the deferred queue first, set the server global config attribute* **zimbraLmtpPermanentFailureWhenOverQuota** *to TRUE.*

You can view individual account quotas from the Administration Console Monitoring Server Statistics section.

MTA and Amavisd-New Integration

The Amavisd-New utility is the interface between the Zimbra MTA and Clam AV and SpamAssassin scanners.

Anti-Virus Protection

Clam AntiVirus software is bundled with the Zimbra Collaboration Suite as the virus protection engine. The Clam anti-virus software is configured to block encrypted archives, to send notification to administrators when a virus has been found, and to send notification to recipients alerting that a mail message with a virus was not delivered.

The anti-virus protection is enabled for each server during installation. By default, the Zimbra MTA checks every two hours for any new anti-virus updates from ClamAV.

Note: *Updates are obtained via HTTP from the ClamAV website.*

Anti-Spam Protection

Zimbra utilizes SpamAssassin to control spam. SpamAssassin uses predefined rules as well as a Bayes database to score messages with a numerical range. Zimbra uses a percentage value to determine "spaminess" based on a SpamAssassin score of 20 as 100%. Any message tagged between 33%-75% is considered spam and delivered to the user's Junk folder. Messages tagged above 75% are always considered spam and discarded.

Note: *The DSPAM spam filter is also included with ZCS but the default is to not enable DSPAM. You can enable DSPAM by setting the localconfig attribute* **amavis_dspam_enabled** *to TRUE on the MTA servers.*

```
zmlocalconfig -e amavis_dspam_enabled=true
```

Anti-Spam Training Filters

When ZCS is installed, the automated spam training filter is enabled and two feedback system mailboxes are created to receive mail notification.

- **Spam Training User** to receive mail notification about mail that was not marked as junk, but should be.
- **Non-spam (referred to as ham) training user** to receive mail notification about mail that was marked as junk, but should not have been.

For these training accounts, the mailbox quota is disabled (i.e. set to 0) and attachment indexing is disabled. Disabling quotas prevents bouncing messages when the mailbox is full.

How well the anti-spam filter works depends on recognizing what is considered spam or not considered spam (ham). The SpamAssassin filter can learn what is spam and what is not spam from messages that users specifically mark as Junk or Not Junk by sending them to their Junk (Spam) folder in the web client or via Outlook for ZCO and IMAP. A copy of these marked messages is sent to the appropriate spam training mailbox. The ZCS spam training tool, **zmtrainsa,** is configured to automatically retrieve these messages and train the spam filter.

The **zmtrainsa script** is enabled through a cron job to feed mail that has been classified as spam or as non-spam to the SpamAssassin application, allowing SpamAssassin to ‘learn’ what signs are likely to mean spam or ham. The zmtrainsa script empties these mailboxes each day.

The ZCS default is that all users can give feedback in this way. If you do not want users to train the spam filter, you can modify the global configuration attributes, **ZimbraSpamIsSpamAccount** and **ZimbraSpamIsNotSpamAccount**, and remove the account addresses from the attributes. To remove, type as:

zmprov mcf <attribute> ‘’

When these attributes are modified, messages marked as junk or not junk are not copied to the spam training mailboxes.

Initially, you may want to train the spam filter manually to quickly build a database of spam and non-spam tokens, words, or short character sequences that are commonly found in spam or ham. To do this, you can manually forward messages as message/rfc822 attachments to the spam and non-spam mailboxes. When **zmtrainsa** runs, these messages are used to teach the spam filter. Make sure you add a large enough sampling of messages to these mailboxes. In order to get accurate scores to determine whether to mark

messages as spam at least 200 known spams and 200 known hams must be identified.

The zmtrainsa command can be run manually to forward any folder from any mailbox to the spam training mailboxes. If you do not enter a folder name when you manually run zmtrainsa for an account, for spam, the default folder is Junk. For ham, the default folder is Inbox.

Protecting Alias Domains From Backscatter Spam

A milter that runs a Postfix SMTP Access Policy Daemon that validates **RCPT To:** content specifically for alias domains can be enabled to reduce the risk of backscatter spam.

Note: *See the Zimbra wiki article about creating Domain Alias, Managing Domains at http://wiki.zimbra.com/index.php?title=ManagingDomains. To learn about the Postfix Policy Daemon, go to http://www.postfix.org/SMTPD_POLICY_README.html.*

This functionality is enabled using the CLI, **zmlocalconfig**.

1. To set the Postfix LC key, type

   zmlocalconfig -e postfix_enable_smtpd_policyd=yes

2. Stop postfix, type **postfix stop**

3. Type

   zmprov mcf +zimbraMtaRestriction "check_policy_service unix:private/policy"

4. Restart, type **postfix start**

The policy daemon runs after you set the bits in steps 1 and 3 above and then restart Postfix. The **postfix_policy_time_limit key** is because the Postfix spawn (8) daemon by defaults kills its child process after 1000 seconds. This is too short for a policy daemon that may run as long as an SMTP client is connected to an SMTP process.

Disable Postfix Policy Daemon

To disable the Postfix Policy Daemon, type the following:

1. **zmlocalconfig -e postfix_enable_smtpd_policyd=no**
2. **zmprov mcf -zimbraMtaRestriction "check_policy_service unix:private/policy"**
3. Stop postfix, type **postfix stop**
4. Restart, type **postfix start**

Turning On or Off RBLs

RBL (Real-time black-hole lists) can be turned on or off in the Zimbra MTA from the Zimbra CLI.

The three RBLs that are enabled during installation are the following:

- reject_invalid_hostname
- reject_non_fqdn_hostname
- reject_non_fqdn_sender

You can set the following, in addition to the three above:

- reject_rbl_client dnsbl.njabl.org
- reject_rbl_client cbl.abuseat.org
- reject_rbl_client bl.spamcop.net
- reject_rbl_client dnsbl.sorbs.net
- reject_rbl_client sbl.spamhaus.org
- reject_rbl_client relays.mail-abuse.org

To turn RBL on:

1. Log on to the server and go to the Zimbra directory, **su - zimbra**.
2. Enter **zmprov gacf | grep zimbraMtaRestriction,** to see what RBLs are set.
3. To add any new RBL types, you must list the existing RBLs and the new RBLs all in one command as:

   zmprov mcf zimbraMtaRestriction [RBL type]

   To add all the possible restrictions, the command would be

   zmprov mcf zimbraMtaRestriction reject_invalid_hostname zimbraMtaRestriction reject_non-fqdn_hostname zimbraMtaRestriction reject_non_fqdn_sender zimbraMtaRestriction “reject_rbl_client dnsbl.njabl.org” zimbraMtaRestriction “reject_rbl_client cbl.abuseat.org” zimbraMtaRestriction “reject_rbl_client bl.spamcop.net” zimbraMtaRestriction “reject_rbl_client dnsbl.sorbs.net” zimbraMtaRestriction “reject_rbl_client sbl.spamhaus.org” zimbraMtaRestriction “reject_rbl_client relays.mail-abuse.org”

Note: *Quotes must be added to RBL types that are two words.*

Receiving and Sending Mail through Zimbra MTA

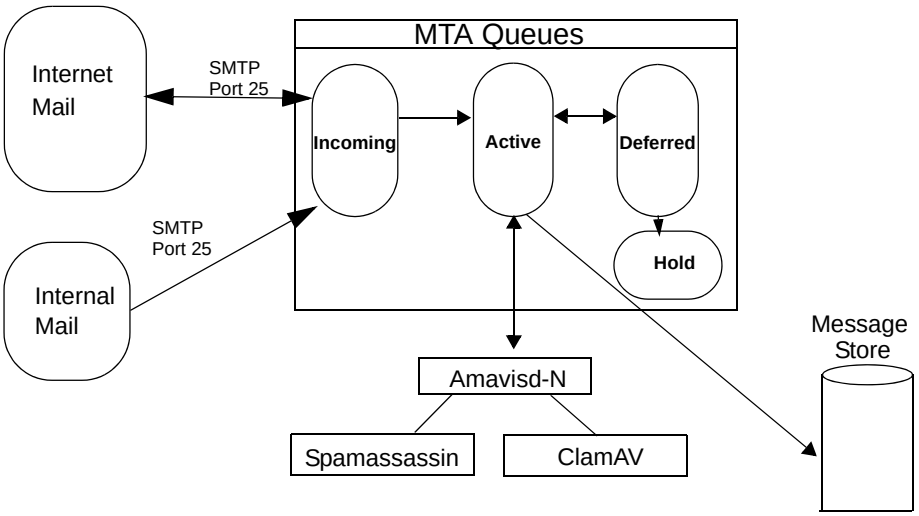
The Zimbra MTA delivers both the incoming and the outgoing mail messages. For outgoing mail, the zimbra MTA determines the destination of the recipient address. If the destination host is local, the message is passed to the zimbra server for delivery. If the destination host is a remote mail server, the Zimbra MTA must establish a communication method to transfer the message to the remote host. For incoming messages, the MTA must be able to accept connection requests from remote mail servers and receive messages for the local users.

In order to send and receive email, the Zimbra MTA must be configured in DNS with both an A record and a MX Record. For sending mail, the MTA use DNS to resolve hostnames and email-routing information. To receive mail, the MX record must be configured correctly to route messages to the mail server.

You must configure a relay host if you do not enable DNS. Even if a relay host is configured, an MX record is still required if the server is going to receive email from the internet.

Zimbra MTA Message Queues

When the Zimbra MTA receives mail, it routes the mail through a series of queues to manage delivery. The Zimbra MTA maintains four queues where mail is temporarily placed while being processed: incoming, active, deferred and hold.



Incoming. The incoming message queue holds the new mail that has been received. Each message is identified with a unique file name. Messages in the incoming queue are moved to the active queue when there is room in the active queue. If there are no problems, message move through this queue very quickly.

Active. The active message queue holds messages that are ready to be sent. The MTA sets a limit to the number of messages that can be in the active queue at any one time. From here, messages are moved to and from the anti-virus and anti-spam filters before being delivered or moved to another queue.

Deferred. Message that cannot be delivered for some reason are placed in the deferred queue. The reasons for the delivery failures is documented in a file in the deferred queue. This queue is scanned frequently to resend the message. If the message cannot be sent after the set number of delivery attempts, the

message fails. The message is bounced back to the original sender. The default for the bounce queue lifetime is 5 days. You can change the default MTA value for **bounce_queue_lifetime** from the **zmlocalconfig** CLI.

Hold. The hold message queue keeps mail that could not be processed. Messages stay in this queue until the administrator moves them. No periodic delivery attempts are made for messages in the hold queue.

Corrupt. The corrupt queue stores damaged unreadable messages.

You can monitor the mail queues for delivery problems from the administration console. See “Monitoring Mail Queues” on page 123.

Chapter 6 Working with Zimbra Proxy

Zimbra Proxy is a high performance proxy server that can be configured as a POP and IMAP proxy server and for reverse proxy HTTP requests.

The Zimbra proxy package is installed and configured during the ZCS installation. This package can be installed on mailbox servers, MTA servers or on their own independent servers. When the zimbra-proxy package is installed, the proxy feature is enabled. In most cases, no modification is necessary.

Note: *Zimbra Mobile Connector for BlackBerry Enterprise Server does not support Zimbra Proxy.*

Zimbra Proxy Components

Zimbra Proxy is designed to provide a proxy that is quick, reliable, and scalable. Zimbra Proxy includes the following:

- **Nginx**. A high performance IMAP/POP3 proxy server which handles all incoming POP/IMAP requests.
- **Memcached**. A high performance, distributed memory object caching system. Route information is cached for further use in order to increase performance.
- **Zimbra Proxy Route Lookup Handler**. This is a servlet located on the ZCS mailbox server. This servlet handles queries for the user account route information (the server and port number where the user account resides).

Zimbra Proxy Architecture and Flow

The following sequence shows the architecture and flow of Zimbra Proxy.

1. End clients connect to Zimbra Proxy using POP/IMAP ports or HTTP requests to a backend server.
2. When Zimbra Proxy receives an incoming connection, the Nginx component sends an HTTP request to the Zimbra Proxy Route Lookup Handler component.

3. Zimbra Proxy Route Lookup Handler locates the route information for the account being accessed and returns this information to Nginx.
4. The Memcached component stores the route information for the configured period of time. By default, this time is one hour. Nginx will use this route information until the default period of time has expired, instead of querying the Zimbra Proxy Route Lookup Handler .
5. Nginx uses the route information to connect to Zimbra Mailbox.
6. Zimbra Proxy connects to Zimbra Mailbox and initiates the mail proxy session. The end client behaves as if it is connecting directly to Zimbra Mailbox.

Customizing Zimbra Proxy Configuration

When Zimbra proxy is configured, the Zimbra proxy config performs keyword substitution as necessary with values from the ZCS LDAP configuration and localconfig.

If changes are required after the Zimbra Proxy is set up, you modify the Zimbra LDAP attributes or localconfig values, and run **zmmtaconfig** to generate the updated Zimbra Proxy configuration. The Zimbra proxy configuration file is in **/opt/zimbra/conf/nginx.conf**. The nginx.conf includes the main config, memcache config, mail config, and web config files.

Common changes to Zimbra Proxy configuration are:

- IMAP/POP configuration changes from the original default setup
- HTTP reverse proxy configuration changes from the original default setup
- GSSAPI authentication for Kerberos. In this case you manually identify the location of the Kerberos Keytab file, including Zimbra Proxy password

Zimbra IMAP/POP Proxy

Zimbra IMAP/POP Proxy allows end users to access their Zimbra Collaboration Suite (ZCS) account using end clients such as Microsoft Outlook, Mozilla Thunderbird, or other POP/IMAP end client software. End users can connect using POP3, IMAP, POP3S (Secure POP3), or IMAPS (Secure IMAP).

For example, proxying allows users to enter imap.example.com as their IMAP server. The proxy running on imap.example.com inspects their IMAP traffic, does a lookup to determine which backend mailbox server a user's mailbox lives on and transparently proxies the connection from user's IMAP client to the correct mailbox server.

Zimbra Proxy Ports for POP/IMAP

The following ports are used either by Zimbra Proxy or by Zimbra Mailbox. If you have any other services running on these ports, turn them off.

End clients connect directly to Zimbra Proxy, using the Zimbra Proxy Ports. Zimbra Proxy connects to the Route Lookup Handler or Zimbra Mailbox using the Zimbra Mailbox Ports.

Zimbra Proxy Ports	Port
POP3	110
POP3S (Secure POP3)	995
IMAP	143
IMAPS (Secure IMAP)	993
Zimbra Mailbox Ports	**Port**
Route Lookup Handler	7072
POP3 Proxy	7110
POP3S Proxy	7995
IMAP Proxy	7143
IMAPS Proxy	7993

Setting up IMAP/POP Proxy after HTTP Proxy

Zimbra Proxy is installed with ZCS and is set up during Installation from the ZCS configuration menus. Zimbra proxy must be installed on the identified proxy nodes in order to set up HTTP proxy. No other configuration is usually required.

To set up IMAP/POP proxy after you have already installed Zimbra http proxy, set up the Zimbra mailbox server and the proxy node as described in the following two sections.

Note: *You can run the command as* **zmproxyinit -r,** *to run against a remote host. Note that this requires the server to be properly configured in the LDAP master.*

Setting Up IMAP/POP Proxy With Separate Proxy Node

When your configuration includes a separate proxy server follow these steps.

Setup Zimbra Mailbox Servers

1. On each Zimbra mailbox server that you want to proxy with, enable the proxy for IMAP/POP proxy. Type

   /opt/zimbra/libexec/zmproxyinit -e -m -H mailbox.node.service.hostname

   This configures the following:

   - **zimbraImapBindPort** to 7143
   - **zimbraImapProxyBindPort** to 143
   - **zimbraImapSSLBindPort** to 7993

- **zimbraImapSSLProxyBindPort** to 993
- **zimbraPop3BindPort** to 7110
- **zimbraPop3ProxyBindPort** to110
- **zimbraPop3SSLBindPort** to 7995
- **zimbraPop3SSLProxyBindPort** to 995
- **zimbraImapCleartextLoginEnabled** to TRUE
- **zimbraReverseProxyLookupTarget** to TRUE
- **zimbraPop3CleartextLoginEnabled** to TRUE

2. Restart services on the proxy and mailbox servers, run
   a. **zmcontrol stop**
   b. **zmcontrol start**

Setup Proxy Node

1. On each proxy node that has the proxy service installed, enable the proxy for the web. Type

   /opt/zimbra/libexec/zmproxyinit -e -m -H proxy.node.service.hostname

   This configures the following:

   - **zimbraImapBindPort** to 7143
   - **zimbraImapProxyBindPort** to 143
   - **zimbraImapSSLBindPort** to 7993
   - **zimbraImapSSLProxyBindPort** to 993
   - **zimbraPop3BindPort** to 7110
   - **zimbraPop3ProxyBindPort** to110
   - **zimbraPop3SSLBindPort** to 7995
   - **zimbraPop3SSLProxyBindPort** to 995
   - **zimbraReverseProxyMailEnabled** to TRUE

Setting Up a Single Node

When Zimbra proxy is installed along with ZCS on the same server, follow this step.

1. Enable the proxy for the web. Type

   /opt/zimbra/libexec/zmproxyinit -e -m -H mailbox.node.service.hostname

   This configures the following:

   - **zimbraImapBindPort** to 7143
   - **zimbraImapProxyBindPort** to 143
   - **zimbraImapSSLBindPort** to 7993

- **zimbraImapSSLProxyBindPort** to 993
- **zimbraPop3BindPort** to 7110
- **zimbraPop3ProxyBindPort** to110
- **zimbraPop3SSLBindPort** to 7995
- **zimbraPop3SSLProxyBindPort** to 995
- **zimbraImapCleartextLoginEnabled** to TRUE
- **zimbraReverseProxyLookupTarget** to TRUE
- **zimbraPop3CleartextLoginEnabled** to TRUE
- **zimbraReverseProxyMailEnabled** to TRUE

2. Restart services on the proxy and mailbox servers, run
   a. **zmcontrol stop**
   b. **zmcontrol start**

Configuring ZCS HTTP Proxy (Beta)

In addition to IMAP/POP3 proxying, the Zimbra proxy package based on nginx is also able to reverse proxy HTTP requests to the right backend server.

Using an nginx-based reverse proxy for HTTP helps to hide names of backend mailbox servers from end users.

For example, users can always use their web browser to visit the proxy server at http://mail.example.com. The connection from users whose mailboxes live on mbs1. example.com is proxied to mbs1.example.com by the proxy running on the mail.example.com server. In addition to the ZCS web interface, clients such as REST and CalDAV clients, Zimbra Connector for Outlook, and Zimbra Mobile Sync devices are also supported by the proxy.

HTTP reverse proxy routes requests as follows:

- If the request has an auth token cookie (**ZM_AUTH_TOKEN**), the request is routed to the backend mailbox server of the authenticated user.
- If the requesting URL can be examined to determine the user name, then the request is routed to the backend mailbox server of the user in the URL. REST, CalDAV, and Zimbra Mobile Sync are supported through this mechanism.
- If the above methods do not work, the IP hash method is used to load balance the requests across the backend mailbox servers which are able to handle the request or do any necessary internal proxying.

Setting up HTTP Proxy after IMAP/POP Proxy is set up

Zimbra Proxy is installed with ZCS and is set up during Installation from the ZCS configuration menus. Zimbra proxy must be installed on the identified proxy nodes in order to set up HTTP proxy. No other configuration is usually required.

To set up http (s) proxy after you have already installed zimbra proxy for IMAP/POP, set up the Zimbra mailbox server and the proxy node as described in the following two sections.

Note: *You can run the command as* **zmproxyinit -r,** *to run against a remote host. Note that this requires the server to be properly configured in the LDAP master.*

Setting Up HTTP Proxy With Separate Proxy Node

When your configuration includes a separate proxy server follow these steps.

Setup Zimbra Mailbox Servers

1. On each zimbra mailbox server that you want to proxy with, enable the proxy for the web. Type

   /opt/zimbra/libexec/zmproxyinit -e -w -H mailbox.node.service.hostname

   This configures the following:

   - **zimbraMailReferMode** to reverse-proxied. See Note below.
   - **zimbraMailPort** to 8080, to avoid port conflicts.
   - **zimbraMailSSLPort** to 8443, to avoid port conflicts.
   - **zimbraReverseProxyLookupTarget** to TRUE
   - **zimbraMailMode** to http. This is the only supported mode.

2. Restart services on the proxy and mailbox servers, run

   a. **zmcontrol stop**

   b. **zmcontrol start**

3. Configure each domain with the public service host name to be used for REST URLs, commonly used in sharing Document Notebooks, email and Briefcase folders. Run

   zmprov modifyDomain <domain.com> zimbraPublicServiceHostname <hostname.domain.com>

Setup Proxy Node

1. On each proxy node that has the proxy service installed, enable the proxy for the web. Type

   /opt/zimbra/libexec/zmproxyinit -e -w -H proxy.node.service.hostname

This configures the following:

- **zimbraMailReferMode** to reverse-proxied. See Note below.
- **zimbraMailProxyPort** to 80, to avoid port conflicts.
- **zimbraMailSSLProxyPort** to 443, to avoid port conflicts.
- **zimbraReverseProxyHttpEnabled** to TRUE to indicate that Web proxy is enabled.
- **zimbraReverseProxyMailMode** defaults to both.

If you want to set the proxy server mail mode, add to the command the **-x** option with the mode you desire: **http, https, both, redirect, mixed**.

Setting Up a Single Node for HTTP Proxy

When Zimbra proxy is installed along with ZCS on the same server, follow this step.

1. On each zimbra mailbox server that you want to proxy with, enable the proxy for the web. Type

   /opt/zimbra/libexec/zmproxyinit -e -w -H mailbox.node.service.hostname

   This configures the following:

   - **zimbraMailReferMode** to reverse-proxied. See Note below.
   - **zimbraMailPort** to 8080, to avoid port conflicts.
   - **zimbraMailSSLPort** to 8443, to avoid port conflicts.
   - **zimbraReverseProxyLookupTarget** to TRUE
   - **zimbraMailMode** to http. This is the only supported mode.
   - **zimbraMailReferMode** to reverse-proxied. See Note below.
   - **zimbraMailProxyPort** to 80, to avoid port conflicts.
   - **zimbraMailSSLProxyPort** to 443, to avoid port conflicts.
   - **zimbraReverseProxyHttpEnabled** to TRUE to indicate that Web proxy is enabled.
   - **zimbraReverseProxyMailMode** defaults to both.

   If you want to set the proxy server mail mode, add to the command the **-x** option with the mode you desire: **http, https, both, redirect, mixed**.

2. Restart services on the proxy and mailbox servers, run

   a. **zmcontrol stop**

   b. **zmcontrol start**

3. Configure each domain with the public service host name to be used for REST URLs, commonly used in sharing Document Notebooks, email and Briefcase folders. Run

zmprov modifyDomain <domain.com> zimbraPublicServiceHostname <hostname.domain.com>

REST URL Generation

When HTTP proxy is enabled, the following attributes can be set globally or by domain for REST URL

- **zimbraPublicServiceHostname**
- **zimbraPublicServiceProtocol**
- **zimbraPublicServicePort**

When generating REST URL's:

- If domain.**zimbraPublicServiceHostname** is set, use **zimbraPublicServiceProtocol** + **zimbraPublicServiceHostname** + **zimbraPublicServicePort**
- Otherwise it falls back to the server (account's home server) attributes:
  - protocol is computed from server.zimbraMailMode
  - hostname is **server.zimbraServiceHostname**
  - port is computed from the protocol.

Note: **Why use zimbraMailReferMode** - *In earlier versions of Zimbra, a local config variable called* **zimbra_auth_always_send_refer** *was used to determine what the backend server did when a user whose mailbox did not reside on that server logged in on that server. the default value of FALSE meant that the backend server would only redirect the user if the user was logging in on the wrong backend host.*

On a multi-server ZCS, however, if a load balanced name was needed to create a friendly landing page, a user would always have to be redirected. In that case, ***zimbra_auth_always_send_refer*** *was set to TRUE.*

Now with a full-fledged reverse proxy, users do not need to be redirected. The localconfig variable ***zimbraMailReferMode*** *is used with nginx reverse proxy.*

Configuring Zimbra Proxy for Kerberos Authentication

If you use the Kerberos5 authenticating mechanism, use the following steps to configure IMAP and POP proxy.

Note: *Make sure that your Kerberos5 authentication mechanism is correctly configured before you do this. See the Zimbra Directory Service chapter, Kerberos5 Authentication Mechanism.*

1. To set the default Kerberos domain for authentication, on each proxy node, set the **zimbraReverseProxyDefaultRealm** server attribute to the realm name corresponding to the proxy server. For example, enter as:

zmprov ms [DNS name.isp.net] zimbraReverseProxyDefaultRealm [ISP.NET]

2. Each proxy IP address where email clients connect must be configured for GSSAPI authentication by the mail server. On each proxy node for each of the proxy IP addresses, enter the following command:

   zmprov mcf +zimbraReverseProxyAdminIPAddress [IP address]

3. On each proxy server, run the following commands:

   zmprov ms [proxyexample.net] zimbraReverseProxyImapSaslGssapiEnabled TRUE

   zmprov ms proxyl.isp.net zimbraReverseProxyPop3SaslGssapiEnabled TRUE

4. Restart the proxy server(s), type:

   zmproxyctl stop

   zmproxyctl start

Chapter 7 Using the Administration Console

The Zimbra administration console is the browser-based user interface used to centrally manage all Zimbra servers and user accounts.

When you install the Zimbra Collaboration Suite, one administrator account is created during installation. The administrator can use the administrator's account name and password to log on to the console immediately after the installation is complete.

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Administrator Accounts

Only accounts designated as administrator can log into the administration console to manage accounts and server configurations. One administrator account is initially created when the software is installed. Additional administrator accounts can be created. All administrator accounts have equal privileges.

To give administrator privileges to an account, check the Administrator box on the General tab in the user's account.

Logging In

To start the console in a typical installation, use the following URL pattern.

https://server.domain.com:7071/

Where **server.domain.com** is the current running Zimbra server name or IP address and **default** HTTP listen port is 7071.

Enter the complete administrator address, as **admin@domain.com** and then enter the password.The initial password is configured when ZCS is installed.

Note: *A different login and logout page can be configured either as a global setting or as a domain setting.The attributes to modify are*

zimbraAdminConsoleLoginURL ***to specify a URL to redirect administrators if their log in is not authenticated or authentication has expired*****, and** **zimbraAdminConsoleLogoutURL** ***to specify a URL to redirect administrators when they log out.***

Changing Administrator Passwords

The administrator password is created when the ZCS software is configured during installation. The password can be changed at any time from the **Accounts** toolbar. Select the account and change the password.

The administration password can also by changed using the command line utility (CLI) **zmprov setpassword**. Enter as
zmprov sp adminname@domain.com password

About the Administration Console

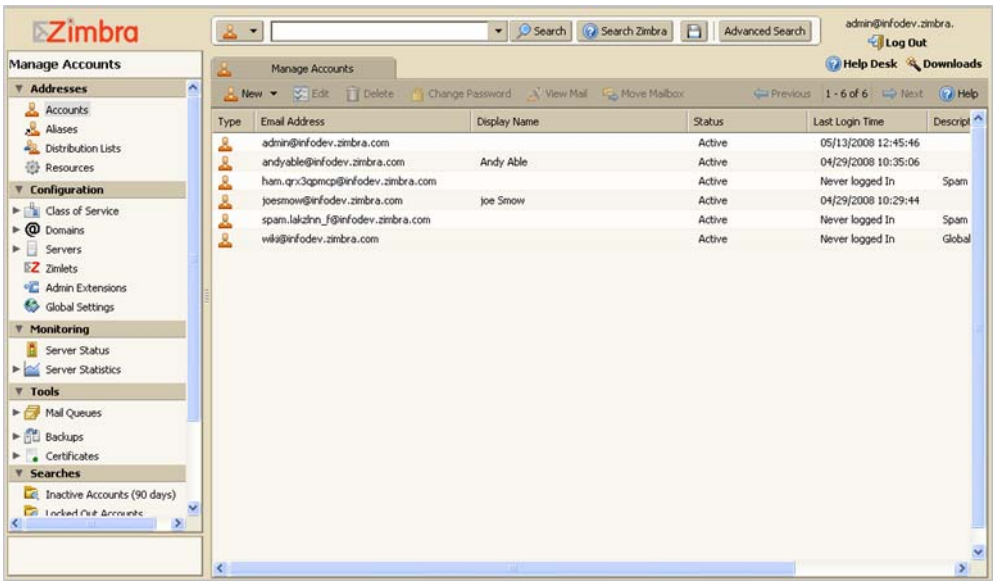
When global administrators log on to the administration console, the right pane displays the Content pane with the Server Status and the left pane is the Navigation pane that displays all the functions exposed through the console.

The area above the Content pane includes the Search function, the Help Desk and the Downloads links.

- **Search and Advanced Search** allow you to quickly find accounts, aliases, distribution lists and resources for editing.
- **Help Search** searches Zimbra's wiki, forums, and documentation. This is a powerful unified search to quickly find answers to common questions.
- **Help Desk** includes the Help, and links to ZCS documentation
- **Downloads** includes a link to download migration wizards, import wizard, and other useful downloads.

Administration Console - Managing Accounts Page

The Navigation pane includes the following sections and folders:



Addresses

- **Accounts**. Lists all accounts. In the **Accounts** folder, you create and manage end-user accounts, setting options, class of service, passwords and aliases for an account.
- **Aliases**. Lists all aliases that have been created in Accounts. You can use the Move Alias feature from the toolbar to move an alias from one account to another.
- **Distribution Lists**. Lists all distribution lists. You can create new distribution lists and add or delete members of a distribution list.
- **Resources**. Lists location or equipment that can be scheduled for a meeting. You can create new resources and set the scheduling policy for the resource.

Configuration

- **Class of Service**. Lists classes of service (COS) that have been created. As a minimum, the default COS is displayed. You can create, edit, or delete COS definitions.
- **Domains**. Lists the domain in the ZCS environment. You can create and manage domains, configure GAL, and configure the authentication mechanism to be used for that domain.
- **Servers**. Lists the servers, the host name and description. You can configure services, MTA, SMTP, IMAP, and POP features for servers.
- **Zimlets**. You can add new Zimlets, set access privileges by COS and by individual accounts and disable and uninstall Zimlets from ZCS.

- **Admin Extensions**. You can create custom modules to add to the Zimbra administration console user interface. You can use the administration console to easily upload and install your modules
- **Global Settings**. From the Global Settings folder, you set the global defaults rules for GAL search results, acceptance of incoming attachments, for MTA, POP, IMAP, anti-spam and anti-virus configuration. These default settings are used when personal options and COS settings are not set.
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Monitoring

- **Server Status**. Shows the current status, either **On** or **Off,** for all servers that are running Zimbra MTA, Zimbra LDAP, Zimbra Store, SNMP, and the anti-virus service.
- **Server Statistics**. Shows both system-wide and server specific data about the inbound message volume, inbound message count, anti-spam/anti-virus activity and disk usage for messages processed in the last 48 hours, 30 days, 60 days, and the last year. Server specific data includes a Session tab that shows active session information for the Web Client, Administrators, and IMAP, and a Mailbox Quota tab that shows quotas for individual accounts.

Tools

- **Mail Queues**. Shows the number of messages on the Zimbra MTA that are in the Deferred, Incoming, Active, and Hold queues.
- **Backups**. You can start a backup session, view the back sessions and their status, and restore mailboxes from specific backup sessions.
- **Certificates**. You can easily install, manage, and view self-signed and commercial certificate details for Zimbra servers from the administration console.

Searches

- In the **Searches** section of the Navigation pane, several popular search queries, including search for inactive accounts, search for locked out accounts, and search for closed accounts, are available.

Managing Tasks from the Administration Console

From the administration console, the global administrator can do the following:

- Create and manage end-user accounts
- Create many accounts at once using the Build Provisioning Wizard
- Monitor server status and performance statistics
- Add or remove domains
- Create Classes of Service (COS), which are used to define group policies for accounts

- Create password policies
- Create distribution lists
- Enable or disable optional user-interface features such as conversations and address book in the email client
- Configure various global settings for security, address book, and MTAs
- Easily access the Zimbra migration tools from the administration console's downloads page.

See the Chapter 8, Managing ZCS Configuration, for information about how to configure these functions.

Tasks Not Available from Administration UI

The Zimbra command-line interface (CLI) is another method of configuring and maintaining the Zimbra system. The CLI tool set contains utilities that are not available through the administration console. The CLI options are executed on each server individually.

Use CLI command utilities for the following. See "Appendix A Command-Line Utilities" on page 135 for details about the commands.

- Start and stop services, CLI **zmcontrol**
- Manage local server configuration, CLI **zmlocalconfig**
- Message tracing, CLI **zmmsgtrace**
- Create a message of the day to display on the administration console, CLI **zmprov. See Setting up a Message of the Day.**

Creating Message of the Day for Administrators

Global administrators can create messages of the day (MOTD) that can be viewed when global and domain administrators log in to the administration console.

A global or domain multi-value attribute, **zimbraAdminConsoleLoginMessage,** is used to create a MOTD. The message is created from the CLI zmprov.

Every time an admin logs in the message displays at the top left on the administration console. They can close the message. The message displays until it is replaced or removed.

Example of a Message of the Day

To create a message of the day

You can create a message globally or for a specific domain.

1. To create by domain type:

```
zmprov md domainexample.com zimbraAdminConsoleLoginMessage
"message to display"
```

   The quotes must be used.

   You can create more than one message to display. Run the command again to create additional messages, but add a plus sign (+) before the attribute, as in this example

```
zmprov md domainexample.com +zimbraAdminConsoleLoginMessage
"second message to display"
```

To remove a message of the day

To remove a specific message, type the attribute, adding a minus sign (-) before the attribute and type the message as it is shown.

```
zmprov md domainexample.com -zimbraAdminConsoleLoginMessage
"message to display"
```

To remove all messages, type the attribute and add a single quote at the end.

```
zmprov md domainexample.com zimbraAdminConsoleLoginMessage ''
```

Chapter 8 Managing ZCS Configuration

This chapter describes the Zimbra Collaboration Suite components that you manage. The ZCS components are configured during the initial installation of the software. After the installation, you can manage the following components from either the administration console or using the CLI utility:

- Global Settings
- Domains
- Servers
- Zimlets
- Admin Extensions

Help is available from the administration console about how to perform tasks from the administration console. If the task is only available from the CLI, see Appendix A for a description of how to use the CLI utility.

Managing Global Configurations

Global Settings controls global rules that apply to accounts in the Zimbra servers. The global settings are set during installation, and the settings can be modified from the administration console. A series of tabs make it easy to manage these settings.

Global settings that can be configured include:

- Defining the default domain
- Setting the number of results returned for GAL searches
- Setting how users view email attachments and what type of attachments are not allowed
- Configuring authentication process, setting the Relay MTA for external delivery, enabling DNS lookup and protocol checks
- Enabling Pop and IMAP and the port numbers

  Note: *If IMAP/POP proxy is set up, making sure that the port numbers are configured correctly.*
- Set the spam check controls

- Set anti-virus options for messages received that may have a virus

Note: *Configurations set in Global Settings define inherited default values for the following objects: server, account, COS, and domain. If these attributes are set in the server, they override the global settings.*

General Global Settings

In the General tab configure the following:

- **Most results returned by GAL search** field. This sets a global ceiling for the number of GAL results returned from a user search. The default is 100 results per search.
- **Default domain**. The default domain displays. This is the domain that user logins are authenticated against.
- **Number of scheduled tasks that can run simultaneously**. This controls how many threads are used to process fetching content from remote data sources. The default is 20. If this is set too low, users do not get their mail from external sources pulled down often enough. If the thread is set too high, the server may be consumed with downloading this mail and not servicing "main" user requests.
- **Sleep time between subsequent mailbox purges**. The duration of time that the server should "rest" between purging mailboxes. By default, message purge is scheduled to run every 1 minute. See the Customizing Accounts chapter, section "Setting Email Retention Policy" on page 108.

  Note: *If the message purge schedule is set to 0, messages are not purged even if the mail, trash and spam message life time is set.*
- **Maximum size of an uploaded file for Documents or Briefcase (kb).** This is the maximum size of a file that can be uploaded into Documents or Briefcase. **Note**: the maximum message size for an email message and attachments that can be sent is configured in the Global Settings MTA tab.

Global Settings to Block Mail Attachments

The **Attachments** tab can be configured with global rules for handling attachments to an email message. You can also set rules by COS and for individual accounts. When attachment settings are configured in Global Settings, the global rule takes precedence over COS and Account settings.

The attachment settings are as follows:

- **Attachments cannot be viewed regardless of COS**. Users cannot view any attachments. This global setting can be set to prevent a virus outbreak from attachments, as no mail attachments can be opened.
- **Attachments are viewed according to COS.** This global settings states the COS sets the rules for how email attachments are viewed.

You can also reject messages with certain types of files attached. You select which file types are unauthorized from the **Common extensions** list. You can

also add other extension types to the list. Messages with those type of files attached are rejected. By default the recipient and the sender are notified that the message was blocked. If you do not want to send a notification to the recipient when messages are blocked, you can disable this option from the Global Settings>Attachments tab.

Global MTA Settings

The MTA tab is used to enable or disable authentication and configure a relay hostname, the maximum message size, enable DNS lookup, protocol checks, and DNS checks. For a information about the Zimbra MTA, see Chapter 5, Zimbra MTA.

Authentication

- **Authentication** should be enabled, to support mobile SMTP authentication users so that their email client can talk to the Zimbra MTA.
- **TLS authentication only** forces all SMTP auth to use Transaction Level Security to avoid passing passwords in the clear.

Network

- **Web mail MTA Host name and Web mail MTA Port**. The MTA that the web server connects to for sending mail. The default port number is 25.
- The **Relay MTA for external delivery** is the relay host name. This is the Zimbra MTA to which Postfix relays non-local email.
- If your MX records point to a spam-relay or any other external non-Zimbra server, enter the name of that server in the **Inbound SMTP host name** field. This check compares the domain MX setting against the zimbraInboundSmtpHostname setting, if set. If this attribute is not set, the domain MX setting is checked against zimbraSmtpHostname.
- If **Enable DNS lookups** is checked, the Zimbra MTA makes an explicit DNS query for the MX record of the recipient domain. If this option is disabled, set a relay host in the Relay MTA for external delivery.
- If **Allow domain administrators to check MX records from Admin Console** is checked, domain administrators can check the MX records for their domain.

Messages	• Set the **Maximum messages size** for a message and it's attachments that can be sent. Note: To set the maximum size of an uploaded file to Documents or Briefcase, go to the General Information tab. • You can enable the **X-Originating-IP header to messages** checkbox. The X-Originating-IP header information specifies the original sending IP of the email message the server is forwarding.
Protocol checks	• The **Protocol** fields are checked to reject unsolicited commercial email (UCE), for spam control.
DNS checks	• The **DNS** fields are checked to reject mail if the client's IP address is unknown, the hostname in the greeting is unknown, or if the sender's domain is unknown.

Global IMAP and POP Settings

IMAP and POP access can be enabled as a global setting or server setting.

With POP3 users can retrieve their mail stored on the Zimbra server and download new mail to their computer. The user's POP configuration determines if messages are deleted from the Zimbra server.

With IMAP, users can access their mail from any computer as the mail is stored on the Zimbra server.

When you make changes to these settings, you must restart ZCS before the changes take effect.

Anti-spam Settings

ZCS utilizes SpamAssassin to control spam. SpamAssassin uses predefined rules as well as a Bayes database to score messages with a numerical range. ZCS uses a percentage value to determine spaminess based on a SpamAssassin score of 20 as 100%. Any message tagged between 33%-75% is considered spam and delivered to the user's Junk folder. Messages tagged above 75% are always considered spam and discarded.

When a message is tagged as spam, the message is delivered to the recipient's Junk folder. Users can view the number of unread messages that are in their Junk folder and can open the Junk folder to review the messages marked as spam. If you have the anti-spam training filters enabled, when they add or remove messages in the Junk folder, their action helps train the spam filter. See "Anti-Spam Protection" on page 42.

RBL (Real time black-hole lists) can be turned on or off in SpamAssassin from the Zimbra CLI. See the section "To turn RBL on:" on page 45.

Anti-virus Settings

Anti-virus protection is enabled for each server when the Zimbra software is installed. The global settings for the anti-virus protection is configured with these options enabled:

- **Block encrypted archives**, such as password protected zipped files.
- **Send notification to recipient** to alert that a mail message had a virus and was not delivered.

During ZCS installation, the administrator notification address for anti-virus alerts is configured. The default is to set up the admin account to receive the notification. When a virus has been found, a notification is automatically sent to that address.

By default, the Zimbra MTA checks every two hours for any new anti-virus updates from ClamAV. The frequency can be set between 1 and 24 hours.

Note: *Updates are obtained via HTTP from the ClamAV website.*

Zimbra Free/Busy Interoperability

When ZCS is deployed in a mix of ZCS servers and third party email servers and Calendar is an important feature with your users, you can set up free/busy scheduling across the mix so that users can efficiently schedule meetings.

ZCS can query the free/busy schedules of users on Microsoft Exchange 2003/2007 servers and also can propagate the free/busy schedules of ZCS users to the Exchange servers.

To set free/busy interoperability, the Exchange systems must be set up as described in the Exchange Setup Requirements section, and the ZCS Global Config, Domain, COS and Account settings must be configured. The easiest way to configure ZCS is from the administration console.

Note: *You can use the zmprov CLI. For more information about using zmprov to set this up, see the wiki article, Free Busy Interop for Exchange.*

Exchange 2003/2007 Setup Requirements.

For Exchange 2003, the following is required:

- Either a single Active Directory (AD) must be in the system or the global catalog must be available.
- The ZCS server must be able to access the HTTP(S) port of IIS on at least one of the Exchange servers.
- Web interface to Exchange public folders needs to be available via IIS. (http://server/public/)
- ZCS users must be provisioned as a contact on the AD using the same administrative group for each mail domain. This is required only for ZCS to Exchange free/busy replication.

- The Exchange user name must be provisioned in the account attribute **zimbraForeignPrincipal** for all ZCS users. This is required only for ZCS to Exchange free/busy replication.

Configuring Free/Busy on ZCS

To set Free/Busy Interoperability up from the administration console, configure the following:

- Either globally or by domain configure the Exchange server settings as described in Global Config Setup below.
- Add the **o** and **ou** values that are configured in the **legacyExchangeDN** attribute for Exchange in either the Global Config or Domain Interop tab or in the Class of Service (COS) Advanced tab. The o and ou values correspond to the ZCS domain attribute **zimbraFreebusyExchangeUserOrg.**
- In the Accounts Free/Busy Interop tab, configure the foreign principal for the account. The **cn** setting in the **legacyExchangeDn** attribute corresponds to the **zimbraForeignPrincipal** attribute. This sets up a mapping from the ZCS account to the corresponding object in the AD.

Note: *To find these settings on the Exchange server, you can run the Exchange ADSI Edit tool and search the* **legacyExchangeDN** *attribute for the o= , ou= , and cn= settings.*

Global Config Setup The ZCS Global Config Settings are configured from the Interop tab on the administration console. Here you configure the Exchange server settings as follows:

- Exchange Server URL. This is the Web interface to the Exchange.
- Exchange Authentication Scheme, either Basic or Form.
  - Basic is authentication to Exchange via HTTP basic authentication.
  - Form is authentication to Exchange as HTML form based authentication.
- Exchange user name and password. This is the name of the account in Active Directory and password that has access to the public folders. These are used to authenticate against the Exchange server on REST and WebDAV interfaces.
- The O and OU used in the **legacyExchangeDN** attribute. Set at the global level this applies to all accounts talking to Exchange.

Managing Domains

One domain is identified during the installation process and additional domains can be easily added to the Zimbra system from the administration console.

For domains, you configure the following. These settings can be set from the admin console:

- Global Address List mode
- Authentication mode
- Virtual hosts for the domain to establish a default domain for a user login
- Public service host name that is used for REST URLs, commonly used in sharing.
- Domain Documents account if you are setting up Zimbra Documents.
- The maximum number of accounts that can be created on the domain
- Free/Busy Interop settings for use with Microsoft Exchange.

A domain can be renamed and all account, distribution list, alias and resource addresses are changed to the new domain name. The CLI utility is used to changing the domain name. See “Renaming a Domain” on page 76.

General Information

In this tab you configure the following:

- The default time zone for the domain. If a time zone is configured in a COS or for an account, the domain time zone setting is ignored.
- Public service host name. Enter the host name of the REST URL. This is commonly used for sharing. See “Setting up a Public Service Host Name” on page 72.
- Inbound SMTP host name. If your MX records point to a spam-relay or any other external non-zimbra server, enter the name of the server here.
- Default Class of Service (COS) for the domain. This COS is automatically assigned to accounts created on the domain if another COS is not set.
- Domain status. The domain status is active in the normal state. Users can log in and mail is delivered. Changing the status can affect the status for accounts on the domain also. The domain status is displayed on the Domain General tab. Domain status can be set as follows :
  - **Active**. Active is the normal status for domains. Accounts can be created and mail can be delivered. Note: If an account has a different status setting than the domain setting, the account status overrides the domain status.

- **Closed**. When a domain status is marked as closed, Login for accounts on the domain is disabled and messages are bounced. The closed status overrides an individual account's status setting.
- **Locked**. When a domain status is marked as locked, users cannot log in to check their email, but email is still delivered to the accounts. If an account's status setting is marked as maintenance or closed, the account's status overrides the domain status setting.
- **Maintenance**. When the domain status is marked as maintenance, users cannot log in and their email is queued at the MTA. If an account' status setting is marked as closed, the account's status overrides the domain status setting.
- **Suspended**. When the domain status is marked as suspended, users cannot log in, their email is queued at the MTA, and accounts and distribution lists cannot be created, deleted, or modified. If an account's status setting is marked as closed, the account's status overrides the domain status setting.

Setting up a Public Service Host Name

You can configure each domain with the public service host name to be used for REST URLs. This is the URL that is used when sharing Documents Notebooks, email folders and Briefcase folders, as well as sharing task lists, address books, and calendars.

When users share a ZCS folder, the default is to create the URL with the Zimbra server hostname and the Zimbra service host name. This is displayed as **http://server.domain.com/service/home/username/sharedfolder**. The attributes are generated as follows:

- Hostname is server.zimbraServiceHostname
- Protocol is determined from server.zimbraMailMode
- Port is computed from the protocol

When you configure a public service host name, this name is used instead of the server/service name, as **http://publicservicename.domain.com/home/username/sharedfolder**. The attributes to be used are:

- **zimbraPublicServiceHostname**
- **zimbraPublicServiceProtocol**
- **zimbraPublicServicePort**

You can use another FQDN as long as the name has a proper DNS entry to point at 'server' both internally and externally.

Global Address List (GAL) Mode

The Global Address List (GAL) is your company-wide listing of users that is available to all users of the email system.

GAL is configured on a per-domain basis. The GAL mode setting for each domain determines where the GAL lookup is performed. Select one of the following GAL configurations:

- **Internal**. The Zimbra LDAP server is used for directory lookups.
- **External**. External directory servers are used for GAL lookups. You can configure multiple external LDAP hosts for GAL. All other directory services use the Zimbra LDAP service (configuration, mail routing, etc.). When you configure the external GAL mode, you can configure GAL search and GAL sync separately.
- **Both**. Internal and external directory servers are used for GAL lookups.

GAL sync accounts

When you configure the GAL, you create a GAL sync account and create the GAL's data source folder for the account. If Both is selected, you create a GAL sync account and create a data source folder for each GAL.

The GAL sync account automatically syncs to the LDAP and all GAL contacts are added to the GAL folder you set up in the account's Address Book. Syncing the LDAP to this account, gives users faster access to the GAL data and makes it easier for them to search for a name in the GAL.

The contact folder in the GAL sync account is updated from the LDAP according to the GAL polling interval you set up with you configure the GAL. New contact, modified contact and deleted contact information is synced from LDAP to the GAL sync account.

You should not modify the GAL sync account address book directly. When the GAL syncs to the account, changes you made to the address book are deleted.

Configuring Both GAL Search and GAL Sync

Configuring search and sync separately lets you configure different search settings and sync settings. You may want to configure these settings differently if your LDAP environment is set up to optimize LDAP searching by setting up an LDAP cache server, but users also need to be able to sync to the GAL.

Authentication Modes

Authentication is the process of identifying a user or a server to the directory server and granting access to legitimate users based on user name and password information provided when users log in. Zimbra Collaboration Suite offers the following three authentication mechanisms:

- **Internal**. The Internal authentication uses the Zimbra directory server for authentication on the domain. When you select Internal, no other configuration is required.

- **External LDAP**. The user name and password is the authentication information supplied in the bind operation to the directory server. You must configure the LDAP URL, LDAP filter, and to use DN password to bind to the external server.
- **External Active Directory**. The user name and password is the authentication information supplied to the Active Directory server. You identify the Active Directory domain name and URL.

On the administration console, you use an authentication wizard to configure the authentication settings on your domain.

Virtual Hosts

Virtual hosting allows you to host more than one domain name on a server. The general domain configuration does not change. When you create a virtual host, this becomes the default domain for a user login. Zimbra Web Client users can log in without having to specify the domain name as part of their user name.

Virtual hosts are entered on the **Domains>Virtual Hosts** tab on the administrator's console. The virtual host requires a valid DNS configuration with an A record. Not required for Virtual Hosts.

To open the Zimbra Web Client log in page, users enter the virtual host name as the URL address. For example, **https://mail.company.com**.

When the Zimbra login screen displays, users enter only their user name and password. The authentication request searches for a domain with that virtual host name. When the virtual host is found, the authentication is completed against that domain.

Documents

Zimbra Documents is a document sharing and collaboration application. Users can create, organize, and share web documents. Images, spreadsheets, and other rich web content objects can be embedded into Documents via the AJAX Linking and Embedding (ALE) specification.

The Documents application consists of a global Documents account that includes the Document templates and the global notebook, one optional Documents account per domain, and individual accounts' Documents notebooks. The global Documents account is automatically created when ZCS is installed. The domain Documents account is not automatically created.

One Documents account can be created per domain. You can easily add the account from the administration console when you create a domain. When you create the account, you configure who can access this Documents account and what access rights these users can have.

The following users can be selected to access the Documents account:

- All users in the domain

- All users in all domains
- Distribution lists
- Individual accounts
- Public

Except for Public, which is view-only, you can select the access privileges these users can have: view, edit, remove, and add pages to the Documents notebook. You can view and change these access permissions from the administration console.

Free/Busy Interoperability

The Zimbra Free/Busy Module to connect with Microsoft Exchange pulls the free/busy schedule of users on Exchange and also pushes the free/busy schedule of ZCS users to the Exchange server. You complete the Interop tab for the domain to enable this feature for the domain. For more information see “Zimbra Free/Busy Interoperability” on page 69.

You configure the following on the domain Interop tab:

- Exchange server URL. This is the Web interface to the Exchange public folders.
- Exchange authorization schema, either Basic or Form.
  - Basic is authentication to Exchange via HTTP basic authentication.
  - Form is authentication to Exchange as HTML form based authentication.
- Exchange user name and password. This is the name of the account and password that has access to the public folders.

Note: *Domain settings overwrite Global settings.*

Zimlets on the Domain

Zimbra Collaboration Suite includes pre configured Zimlets, see Chapter 11, Working with Zimlets. These Zimlets are enabled in the default COS. Additional Zimlets can be added and enabled by COS or by account. All Zimlets that are deployed are displayed in the **Domain>Zimlets** tab. If you do not want all the deployed Zimlets made available for users on the domain, select from the list the Zimlets that are available for the domain. This overrides the Zimlet settings in the COS or for an account.

Renaming a Domain

When you rename a domain you are actually creating a new domain, moving all accounts to the new domain and deleting the old domain. All account, alias, distribution list, and resource addresses are changed to the new domain name. The LDAP is updated to reflect the changes.

How to Rename a Domain

Before you rename a domain

- Make sure MX records in DNS are created for the new domain name
- Make sure you have a functioning and current full backup of the domain

After the domain has been renamed

- Update external references that you have set up for the old domain name to the new domain name. This may include automatically generated emails that were sent to the administrator's mailbox such as backup session notifications
- Immediately run a full backup of the new domain

You rename the domain using the CLI utility **zmprov**. To rename a domain, type

zmprov -l rd [olddomain.com] [newdomain.com]

Domain Rename Process

When you run this zmprov command, the domain renaming process goes through the following steps:

1. The status of the old domain is changed to an internal status of shutdown**,** and mail status of the domain is changed to suspended. Users cannot login, their email is bounced by the MTA, and accounts, calendar resources and distribution lists cannot be created, deleted or modified.
2. The new domain is created with the status of shutdown and the mail status suspended.
3. Accounts, calendar resources, distribution lists, aliases, and resources are all copied to the new domain.
4. The LDAP is updated to reflect the new domain address.
5. The old domain is deleted.
6. The status for the new domain is changed to active. The new domain can start accepting email messages.

Managing Servers

A server is a machine that has one or more of the Zimbra service packages installed. During the installation, the Zimbra server is automatically registered on the LDAP server.

You can view the current status of all the servers that are configured with Zimbra software, and you can edit or delete existing server records. You cannot add servers directly to LDAP. The ZCS Installation program must be used to add new servers because the installer packages are designed to register the new host at the time of installation.

The server settings include:

- General information about the service host name, and LMTP advertised name and bind address, and the number of threads that can simultaneously process data source imports
- A list of enabled services
- Authentication types enabled for the server, setting a Web mail MTA hostname different from global. Setting relay MTA for external delivery, and enabling DNS lookup if required.
- Enabling POP and IMAP and setting the port numbers for a server. If IMAP/POP proxy is set up, making sure that the port numbers are configured correctly.
- Index and message volumes configuration.

Servers inherit global settings if those values are not set in the server configuration. Settings that can be inherited from the Global configuration include MTA, SMTP, IMAP, POP, anti-virus, and anti-spam configurations.

General Server Settings

The General Information tab includes the following configuration information:

- Server display name and a description field
- Server hostname
- LMTP information including advertised name, bind address, and number of threads that can simultaneously process data source imports. The default is 20 threads.
- Purge setting. The server manages the message purge schedule. You configure the duration of time that the server should “rest” between purging mailboxes from the administration console, Global settings or Server settings, General tabs. By default, message purge is scheduled to run every 1 minute.
- When installing a reverse proxy the communication between the proxy server and the backend mailbox server must be in plain text. Checking **This server is a reverse proxy lookup target** automatically sets the following:
  - zimbraImapCleartextLoginEnabled=TRUE

- zimbraReverseProxyLookupTarget=TRUE
- zimbraPop3CleartextLoginEnabled=TRUE

The Notes text box can be used to record details you want to save.

Services Settings

The Services tab shows the Zimbra services. A check mark identifies the services that are enabled for the selected server, including LDAP, Mailbox, IMAP and POP proxy, MTA, SNMP, Anti-virus, Anti-spam, Spell Checker, and Logger.

MTA Server Settings

The MTA tab shows the following settings:

- Authentication enabled. Enables SMTP client authentication, so users can authenticate. Only authenticated users or users from trusted networks are allowed to relay mail. TLS authentication when enabled, forces all SMTP auth to use Transaction Level Security (similar to SSL) to avoid passing passwords in the clear.
- Network settings, including Web mail MTA hostname, Web mail MTA timeout, the relay MTA for external delivery, MTA trusted networks ID, and the ability to enable DNS lookup for the server.

IMAP and POP Server Settings

From these tabs, you can configure IMAP and POP availability on a per server basis.

Volume Settings

In the Volume tab you manage storage volumes on the Zimbra Mailbox server. When Zimbra Collaboration Suite is installed, one index volume and one message volume are configured on each mailbox server. You can add new volumes, set the volume type, and set the compression threshold.

Note: *If Compress Blobs is enabled (YES), the disk space used is decreased, but memory requirements for the server increases.*

Index Volume

Each Zimbra mailbox server is configured with one current index volume. Each mailbox is assigned to a permanent directory on the current index volume. You cannot change which volume the account is assigned.

As volumes become full, you can create a new current index volume for new accounts. When a new current volume is added, the older index volume is no longer assigned new accounts.

Index volumes not marked current are still actively in use as the index volumes for accounts assigned to them. Any index volume that is referenced by a mailbox as its index volume cannot be deleted.

Message Volume

When a new message is delivered or created, the message is saved in the current message volume. Additional message volumes can be created, but only one is configured as the current volume where new messages are stored. When the volume is full, you can configure a new current message volume. The current message volume receives all new messages. New messages are never stored in the previous volume.

A current volume cannot be deleted, and message volumes that have messages referencing the volume cannot be deleted.

Managing Other Functions

Zimlets

Zimlets can be deployed and undeployed from the administration console. The Zimlets pane lists all the Zimlets that are installed and shows whether the Zimlet is enabled or not. You can allow access to the enabled Zimlets by domain, and you can configure COSs and individual accounts to allow access to Zimlets. See the Working with Zimlets chapter for information about Zimlets.

Admin Extensions

You can create custom modules to add to the Zimbra administration console user interface. You can use the administration console to easily upload and install your modules.

Note: *Go to the Zimbra Wiki, Extending Admin UI for documentation about how to create an extended admin UI module.*

Backing Up the System

Backing up the mailbox server on a regular basis can help you quickly restore your email service if there is an unexpected crash. You should include backing up the ZCS server in your system-wide backup process. Only full backups of the ZCS data can be created.

Before backing up the ZCS data, all servers must be stopped. To stop the servers, use the CLI command, **zmcontrol stop**. After the backup is complete, to restart the servers, use **zmcontrol start**. See Appendix A, for more information about these command.

To restore the ZCS data, you must delete the existing data and then restore the backup files. The servers must be stopped before restoring the data.

Chapter 9 Managing User Accounts

You create accounts and configure features and access privileges from either the administration console or using CLI commands. The following are some of the account tasks you perform from the administration console:

- Quickly create new accounts with the **New Account Wizard**
- Create many new accounts at once with the **Bulk Provisioning Wizard**
- Find a specific account using the **Search** feature
- Change account information
- Add or delete an account to multiple distribution lists at one time, and view which lists the account is on
- Create, change, and move alias addresses
- Change password for a selected account
- Set the time zone for an account
- View an account's mailbox
- Change an account's status and delete accounts
- Reindex a mailbox

See the Zimbra administration console **Help** for information about how to perform these tasks from the administration console.

The following CLI commands are also available to help facilitate account management.

- The CLI **zmprov** command can be used to add, modify, and view accounts, aliases, distribution lists, and Calendar resources. Most of the zmprov functions are available from the administration console.
- The CLI **zmmailbox** command can be used for mailbox management. This command can help you provision new mailboxes, debug issues with a mailbox, and help with migrations. You can invoke zmmailbox from within zmprov.
- The CLI **zmaccts** command runs a report that lists all the accounts, their status, when they were created and the last time anyone logged on. The domain summary shows the total number of accounts and their status.

See "Zimbra CLI Commands" on page 136 for information about how to use these commands.

Setting up and Configuring Accounts

You can configure one account at a time with the New Account Wizard or you can create many accounts at once using the Bulk Provisioning Wizard.

Configuring One Account

The administration console New Account Wizard steps you through the account information to be completed. Before you add user accounts, you should determine what features and access privileges should be assigned. You can configure the following type of information:

- General information, including account name, Class of Service (COS) to be assigned, and password
- Contact information, including phone number, company name, and address
- Language preference to display Zimbra Web Client
- Default time zone
- Aliases to be used
- Forwarding directions
- Features and preferences available for this specific account. Changes made at the account level override the rules in the COS assigned to the account
- Themes and Zimlets that the user can access
- Advanced settings including attachment settings, quotas, quota warning flag, and password log in policies

For a description of the features see Chapter 10, Customizing Accounts, Setting General Preferences and Password Rules.

If the COS you assign is configured with the correct functionality for the account, you do not need to configure features, preferences, themes, zimlets, or advanced settings.

Creating an account sets up the appropriate entries on the Zimbra LDAP directory server. When the end-user logs in for the first time or when an email is delivered to the user's account, the mailbox is created on the mailbox server.

Configuring Many Accounts at Once

You can provision up to 500 accounts on once using the Bulk Account Wizard from the administration console. The wizard takes you through the steps to upload a .csv file with the account information and then provisions the user

accounts. These accounts are configured with a user name, display name and password (optional). The accounts are automatically assigned the domain default COS.

You create a .csv file with the account information. Each row in the file is an account entry. The account information is configured as

Column 1	Column 2	Column 3
AccountName@example.com	Display Name	Password (optional)

The account name cannot have spaces or use symbols. You can type a period (.) between words. For example: john.smith@example.com.

The password is optional. If you do not provide a password, a random password is generated for the account. When users log in the first time, they are prompted to change the password.

If you do not add the password to the .csv file, the comma after the display name field must be included. For example, **user1@example.com,Jane Brown,**

Batch Provisioning from the CLI Utility

For provisioning many accounts at once, you create a formatted text file with the user names. This file runs through a script, using the CLI command, zmprov. The zmprov utility provisions one account at a time.

Create a text file with the list of the accounts you want to add. Each account should be typed in the format of **ca** (Create Account), email address, empty password. For example, **ca name@company.com ‘’**

Note: *In this example, the empty single quote indicates that there is no local password.*

When the text file includes all the names to provision, log on to the Zimbra server and type the CLI command:

zmprov <accounts.txt>

Each of the names listed in the text file will be provisioned.

Manage Aliases

An email alias is an email address that redirects all mail to a specified mail account. An alias is not an email account. Each account can have unlimited numbers of aliases.

When you select Aliases from the Manage Addresses Overview pane, all aliases that are configured are displayed in the Content pane. From Aliases you can quickly view the account information for a specific alias, move the alias from one account to another, and delete the alias.

You can view and edit an account’s alias names from the account view.

Class of Service

Class of Service (COS) determines what default attributes an account has and which features are enabled or denied. The COS controls features, mailbox quotas, message lifetime, password restrictions, attachment blocking, and server pools for creation of new accounts.

A default COS is automatically created during the installation of Zimbra Collaboration Suite. A COS is global and does not need to be restricted to a particular domain or set of domains. You can modify the default COS to set the attributes to your email restrictions, and you can create multiple COSs.

Each account is assigned one COS. You can create a domain COS and have all accounts created on that domain automatically assigned this COS. You can create numerous COSs and specify which COS(s) are availably for a domain. If the domain does not have a COS defined, the default COS is automatically assigned when an account is created.

Note: *If you delete a COS that accounts are currently assigned, the accounts are automatically assigned the default COS.*

Assigning a COS to an account quickly configures account features and restrictions. Some of the COS settings can be overridden either by global settings or by user settings. For example:

- Whether outgoing messages are saved to **Sent** can be changed from the Zimbra Web Client in the user's Preferences.
- Attachment blocking set as a global setting can override the COS setting.

Note: *Some COS settings assigned to an account are not enforced for IMAP clients.*

Setting Default Time Zones. The default time zone setting that is displayed in the account's Preferences folder is used to localize the time for received messages and calendar activities in the standard Web client. When using the standard Web client, the time zone on the computer is not used to set the time a message is received or for calendar activities. The time zone setting in the Preferences>General tab is. When using the advanced Web client, the time zone setting on the computer is used as the time stamp for received messages and for calendar activities, not the time zone setting on the General tab.

Because the advanced Web client and the standard Web client do not use the same time zone source to render messages, you may notice that the same message has a different time when displayed in one or the other client. You can avoid this by having the computer time zone and the Web client time zone set to the same time.

Distributing Accounts Across Servers

In an environment with multiple mailbox servers, the class of service is used to assign a new account to a mailbox server. The COS Server Pool tab lists the mailbox servers in your Zimbra environment. When you configure the COS, you select which servers to add to the server pool. Within each pool of servers, a random algorithm assigns new mailboxes to any available server.

Note: *You can assign an account to a particular mailbox server when you create an account in the New Account Wizard, Mail Server field. Uncheck* ***auto*** *and enter the mailbox server in the Mail Server field.*

Changing Passwords

If you use internal authentication, you can quickly change an account's password from the Account's toolbar. The user must be told the new password to log on.

If you want to make sure users change a password that you create, you can enable **Must Change Password** for the account. The user must change the password the next time he logs on.

Password restrictions can be set either at the COS level or at the account level. You can configure settings to require users to create strong passwords and change their passwords regularly, and you can set the parameters to lock out accounts when incorrect passwords are entered. See Setting Password Policy and Setting Failed Login Policy in the Managing End-User Mailbox Features chapter.

Directing Users to Your Change Password Page

If your ZWC authentication is configured as external auth, you can configure ZCS to direct users to your password change page when users change their passwords. You can either set this URL as a global setting or a per domain setting.

Set the **zimbraChangePasswordURL** attribute to the URL of your password change page. The **Change Password** link in the Preferences>General tab goes to this URL and when passwords expire, users are sent to this page.

This is changed from the zmprov CLI.

```
zmprov md exampledomain.com zimbraChangePasswordURL http://
www.mysite.com
```

View an Account's Mailbox

View Mail in Accounts lets you view the selected account's mailbox content, including all folders, calendar entries, and tags. When you are in an account, you can mouse over or right click on a folder to see the number of messages

in the folder and the size of the folder. This feature can be used to assist users who are having trouble with their mail account as you and the account user can be logged on to the account.

Any View Mail action to access an account is logged to the *audit.log* file.

Reindexing a Mailbox

Mail messages and attachments are automatically indexed before messages are deposited in a mailbox. Each mailbox has an index file associated with it. This index file is required to retrieve search results from the mailbox.

If a mailbox's index file becomes corrupt or is accidentally deleted, you can re-index the messages in the mailbox from the administration console.

Text searches on an account might or might not fail with errors when the index is corrupt. You cannot count on a user reporting a failed text search to identify that the index is corrupt. You must monitor the index log for messages about corrupt indexes. If the server detects a corrupt index, a message is logged to the Zimbra mailbox.log at the WARN logging level. The message starts with **Possibly corrupt index**. When this message is displayed, the administrator must correct the problem. In many cases correcting the problem may mean reindexing the mailbox.

Reindexing a mailbox's content can take some time, depending on the number of messages in the mailbox. Users can still access their mailbox while reindexing is running, but because searches cannot return results for messages that are not indexed, searches may not find all results.

Changing an Account's Status

Account status determines whether a user can log in and receive mail. The account status is displayed when account names are listed on the Accounts Content pane.

The following account statuses can be set:

- **Active**. Active is the normal status for a mailbox account. Mail is delivered and users can log into the client interface.
- **Maintenance**. When a mailbox status is set to maintenance, login is disabled, and mail addressed to the account is queued at the MTA. An account can be set to maintenance mode for backing up, importing or restoring the mailbox.
- **Pending**. Pending is a status that can be assigned when a new account is created and not yet ready to become active. The login is disabled and messages are bounced.
- **Locked**. When a mailbox status is locked, the user cannot log in, but mail is still delivered to the account. The locked status can be set, if you suspect that a mail account has been hacked or is being used in an unauthorized manner.

- **Closed**. When a mailbox status is closed, the login is disabled, and messages are bounced. This status is used to soft-delete an account before deleting the account from the server. A closed account does not change the account license.
- **LockOut**. This is set automatically when users who try to log in do not enter their correct password and are then locked out of their account. You cannot set this status manually. You set up a login policy with a specified number of consecutive failed login attempts that are allowed before they are locked out. How long the account is locked out is set by COS or Account configuration, but you can change the lockout status at any time.

Deleting an Account

You can delete accounts from the administration console. This removes the account from the server, deletes the message store, and changes the number of accounts used against your license.

Note: *Before you delete an account, you can run a full backup of that account to save the account information. See the Backup and Restore chapter.*

Managing Distribution Lists

A distribution list is a group of email addresses contained in a list with a common email address. When users send to a distribution list, they are sending the message to everyone whose address is included in the list. The address line displays the distribution list address; the individual recipient addresses cannot be viewed. Only administrators can create, change, or delete distribution lists.

The maximum number of members in a distribution list is 1000 recipients. The 1000 recipients include addresses in distribution lists that are nested within a distribution list. Senders do not receive an error when they send a message to distribution list with more than 1000 members, but the message is not sent to more than 1000 recipients.

When a Zimbra user's email address is added to a distribution list, the user's account **Member Of** tab is updated with the list name. When a distribution list is deleted or the removed, the distribution list is automatically removed from the **Member Of** tab.

The **Hide in GAL** check box can be enabled to create distribution lists that do not display in the Global Address List (GAL). You can use this feature to limit the exposure of the distribution list to only those that know the address.

Using Distribution Lists for Group Sharing

Instead of creating individual share request, distribution lists can be used as a way of sharing ZCS items with a group. Users notify the administrator that they have shared an item with the distribution list and the administrator publishes the shared item to the list. This is done in the Shares tab. When a new shared item is published, existing members of the list are automatically notified of the new share.

Everyone has the same share privileges that the user defines for the shared item.

When new members are added to the group distribution list, they are automatically granted the same shared privileges as other members of the group. You can set up the Share tab so that new members are automatically notified about items that are shared with them through the list.

When members are removed from the group distribution list, their share privileges are revoked.

If you create a distribution list for sharing and do not want the distribution list to receive mail, you can disable the **Can receive mail** checkbox.

Create Distribution List Aliases

A distribution list can have an alias. This is set up from the administration console, Distribution List Alias tab.

Managing Resources

A resource is a location or piece of equipment that can be scheduled for a meeting. The resource has its own mailbox address and can accept or reject invitations automatically. Administrators do not need to monitor these mailboxes on a regular basis. The contents of the resource mailboxes are purged according to the mail purge policies.

User accounts with the Calendar feature can select resources for their meetings.

You create resources and manage their use from the administration console. A Resource Wizard guides you through the resource configuration, including designating the type of resource, the scheduling policy, the location, forwarding address to receive a copy of the invite, and a description of the resource. When you create a resource account, a directory account is created in the LDAP server.

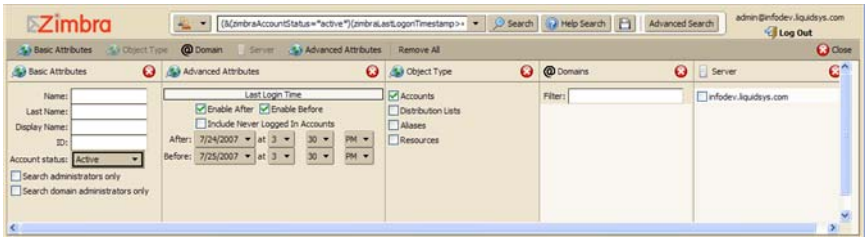
To schedule a resource or location, users invite the equipment and/or location to a meeting. When they select the resource, they can view the notes about the resource and view free/busy status for the resource, if set up. When the meeting invite is sent, an email is sent to the resource account, and, if the resource is free, the meeting is automatically entered in the resource's calendar and the meeting is shown as Busy.

To delegate another account to mange a resource, you would share the resource account's calendar, granting admin privileges to another user. Set up the forwarding address in the resource account to be this account's address.

Searching for Addresses

The Search bar offers three search options:

- Search
- Help Search
- Advanced Search



The Search field can be used to quickly find specific accounts, aliases, distribution lists, resources and domains.

Help Search is a powerful unified search to find answers to common questions. When you click Help Search, the Zimbra wiki, forums, and documents are searched. The results are displayed in a new window with links to the information.

The Advanced search feature lets you create a complex query to search for addresses by domain or server. Individual mini-search panes let you select the criteria for the search. The Advanced Attributes pane can be configured to search for the last login time in a date range or for account that have never logged in.

If you do not know the complete name, you can enter a partial name. Partial names can result in a list that has the partial name string anywhere in the information. You can also use the Zimbra mailbox ID number to search for an account. To return a search from a mailbox ID, the complete ID string must be entered in the search.

The results of a search display in the Content pane and the total number of items found are displayed on the right side of the toolbar.

In the Navigation pane, the Searches section includes predefined search queries. Click on the search and the results are immediately displayed in the Content pane. You can search for inactive accounts, locked out accounts, and accounts by status.

You can save the results of your search and download it as a .csv file. The information in the .csv file includes the account name, the user ID number, the

type of address, the display name and the status of the account. The COS is listed if it is not the default.

When you create a query in either Search or Advanced Search, you can save the search. Click the small disk icon after Help Search. You give the search a name and it is saved to our Search section in the Navigation pane.

Chapter 10 Customizing Accounts, Setting General Preferences and Password Rules

When an account is provisioned, you create the mailbox, assign the primary account email address, and enable ZCS applications and features. You also set general preferences, the policy for password usage, and select a theme as the initial appearance of Zimbra Web Client.

This chapter describes the features and user preferences that can be configured for an account either from the assigned COS or in individual accounts.

Note: *Mailbox features are enabled for the Zimbra Web Client users. When IMAP or POP clients are used, users may not have these features available.*

Zimbra Web Client Versions

Zimbra offers a standard and an advanced Zimbra Web Client that users can log into. Both Web Clients include mail, calendar, address book and task functionality. Users can select the client to use when they log in.

- Advanced Web Client includes Ajax capability and offers a full set of Web collaboration features, including Documents and Briefcase and the ability to export your account information. This Web client works best with newer browsers and fast internet connections.
- Standard Web Client is a good option when Internet connections are slow or users prefer HTML-based messaging for navigating within their mailbox.

The default ZWC for login is the advanced Zimbra Web Client. When users log in, they view the advanced Zimbra Web Client, unless they use the menu on the login screen to change to the standard version. However, if ZWC detects the screen resolution to be 800 x 600, users are automatically redirected to the standard Web Client. Users can still choose the advanced ZWC but get a warning message suggesting the use of the standard ZWC for better screen view. The default version can be changed in the COS Preferences tab and users can change their preferences.

Zimbra Messaging and Collaboration Applications

The Zimbra Collaboration Suite provides the following messaging and collaboration solutions:

- Email messaging
- Calendaring
- Address Books
- Tasks
- Documents for Web document authoring
- Briefcase to save files that can be access from the mailbox
- Instant Messenger (Beta)

You can enable and disable these applications by either Class of Service (COS) or by individual accounts.

Configuring the COS and assigning a COS to accounts lets you configure the default settings for account features and restrictions for groups of accounts. Individual accounts can be configured differently and any changes you make override the COS setting. When you update the COS, the changes are not reflected in accounts that have COS overrides.

Email messaging

ZCS email messaging is a full-featured email application that includes advanced message search capabilities, mail sorted by conversations, tags, user-defined folders, user-defined filters, and more. You configure which email messaging features are enabled.

Messaging features that can be enabled are listed below; the third column is the tab where the feature can be enabled. Many of these features can than be managed from users' account Preferences tab when they log on to the Zimbra Web Client.

The default is to let users manage their preferences. If you do not want users to be able to change their account preferences, you can remove the check from the Major Features Preferences in the Features tab.

Feature Name	Description	COS/ Account Tabs
Mail	Enables the email application. This is enabled by default.	Features

Conversations	Messages can be displayed grouped into conversations or as a message list. Conversations group messages by subject. If this feature is enabled, conversation view is the default, but you can change the default on the COS Preferences tab. Users can change the default from the Mail toolbar, View link.	Feature
HTML compose	Users can compose email messages with an HTML editor. They can specify their default font settings for HTML compose in their account Preferences tab.	Features

Allow the user to specify a forwarding address	Users can create a forwarding address for their mail. When this feature is enabled in the COS, in the account configuration, you can specify a default forwarding address that the user can use and enable the function so that a copy of the forwarded message is not saved in the user's mailbox. Users can change the information from their account Preferences tab. In the account configuration, you can also specify forwarding addresses that are hidden from the user. A copy of each message sent to the account is immediately forwarded to the designated forwarding address.	Features tab in COS Forwarding tab in Accounts

Out of office reply	Users can create an email message that automatically replies to incoming messages. This is commonly used as a vacation message. By default message is sent to each recipient only once every seven days, regardless of how many messages that person sends to the address during that week. This can be changed in the COS Preferences tab, **Out of office cache lifetime** field. Users can also set the start and stop dates for the message. You can change this setting in the COS or Account setup.	Features Preferences
New mail notification	Allows users the option to specify an address where to be notified of new mail to their ZWC account. They can turn this feature on or off and designate an address from their account Preferences tab. An email with information about the email's subject, sender address and recipient address is sent to the address. **Note**: See "zmprov (Provisioning)" on page 139 in Appendix A CLI commands, for information about how to change the email template.	Features tab in COS Preferences tab in Accounts
Persona	The name and address configured for the account creates the primary account persona. This is the information that user use as the From address. When Persona is enabled, users can create additional account names to manage different roles. Account aliases can be selected for the **From** name of messages sent from that persona account and a specific signature can be set for the persona account. The number of personas that can be created is set to 20. You can change this from the CLI **zmprov mc zimbraIdentityMaxNumEntries**	Features

Maximum length of mail signature	You can set the maximum number of characters that can be in a signature. The default is 1024 characters. Users can create signatures for different roles. The number of signatures users can create is configured in **zimbraSignatureMaxNumEntries**	Preferences
Advanced Search	Allows users to build a complex search by date, domain, status, tags, size, attachment, Zimlets, and folders.	Features
Yahoo Search	Yahoo search lets users access the Web from within ZWC. It displays in the ZWC search area by default. If you do not want users to search the web from ZWC, you can disable this feature from the command line interface. Type **zmprov mc <cos> zimbraFeatureWebSearchEnabled FALSE**	CLI only
Saved searches	Users can save a search that they have previously executed or built.	Features
Initial search preference	The initial search folder is Inbox. When this is enabled, users can set another folder as the default search folder.	Preferences
External POP access	Users can set up to retrieve their POP accounts' email messages directly from their ZWC account. They can add the external account address to their account settings. Users can set these up from their Preferences tab.	Features
External IMAP Access	Users can set up to retrieve their IMAP accounts' email messages directly from their ZWC account. They can add the external account address to their account settings. Users can set these up from their Preferences tab.	Feature

Aliases for this account	You can create an aliases for the account. Users cannot change this.	Alias tab in Accounts
Mail filters	Users can define a set of rules and corresponding actions to apply to incoming mail. When an incoming email message matches the conditions of a filter rule, the corresponding actions associated with that rule are applied. Users set up these rules from their account Preferences tab. An account's mail filter quota is set to 21K. This limit is not configurable. ***Note:*** *Spam check on a received message is completed before users' mail filters are run. Messages identified as spam are moved to the Junk folder. To avoid having mail incorrectly marked as junk, users can create a spam white list from the Preferences Mail folder to identify email addresses that should not be marked as spam.*	Features
Mail filters	***Note:*** *To do this, type* **zmprov ma <account@example.com> +amavisWhiteListSender <name@example.com> +amavisWhiteListSender <name2@example2.com>**	Features
Tagging	Users can create tags and assign them to messages, contacts, and Documents pages.	Feature
Enable keyboard aliases	Users can use keyboard shortcuts within their mailbox. The shortcut list can be printed from the Preferences Shortcuts folder.	Preferences
GAL access	Users can access the company directory to find names for their email messages.	Features

Autocomplete from GAL	When this is enabled, users enter a few letters in their compose header and names listed in the GAL are displayed. Users can turn this feature on or off from their Preferences tab.	Features
IMAP access	Users can use third party mail applications, such as Thunderbird or Outlook, to access their mailbox using the IMAP protocol.	Features
POP3 access	Users can use third party mail applications, such as Thunderbird or Outlook, to access their mailbox using the POP protocol. When they retrieve their POP email messages, the messages and attachments are saved on the Zimbra server.	Features

The default behavior for many of these preferences can be set from either the COS or the Accounts Preferences tab. Users can modify the following mail preferences from their account Preferences Mail tab.

- Number of items to display on a page. By default, users can select 10, 25, 50, or 100 items per page. The maximum number of items that are allowed per page can be changed to 250, 500, or 1000 from the CLI zmprov for accounts or COS. The attribute is **zimbraMaxMailItemsPerPage.** To change a COS, the CLI command is as follows:

```
zmprov mc (cosname) zimbraMaxMailItemsPerPage (number)
```

- How often, in minutes, that the Web Client checks for new messages, **Check for new mail every...**
- Set the display language for ZWC. If more than one language locale is installed on ZCS, users can select the locale that is different from the browser language settings.
- Which folder should be searched first when running a search
- Whether to save copies of outbound messages to the Sent folder
- Whether to save a local copy of a message that is forwarded or to have it deleted from their mailbox
- Whether to compose messages in a separate window
- Whether to view mail as HTML for messages that include HTML or to view messages as plain text
- Whether to send a read receipt when it is requested.

Users can set up their own Junk Mail Options of white list and blacklist email

addresses that is used to filter incoming message from their Preferences Mail folder. The default maximum number of white list and black list addresses is 100 on each list. This value can be changed using CLI zmprov for accounts and COS. The attributes are **zimbraMailWhitelistMaxNumEntries** and **zimbraMailBlacklistMaxNumEntries.**

Important: *To allow users to share their mailbox folders, address books, calendars, and Documents notebooks, enable Sharing in the Features tab.*

Users can modify the following mail preferences from their Preferences Signatures tab.

- Whether to automatically append a signature to outgoing messages.
- Preferences for how messages that are replied to or forwarded are composed.

Import/Export Folder In the advanced Web Client, the Preference, Import/Export folder can be used to export a user's account data, including email messages and attachments, contacts, calendar, tasks, etc. This data can be saved to their computer or other location as a backup. The account data is saved as a tar-gzipped (tgz) archive file so that it can be imported to restore the user's account. When they run the export command, the data are copied, not removed from the user's account.

Address Book

Zimbra Address Book allows users to create multiple contact lists and add contact names automatically when mail is received or sent. By default, a Contacts list and an Emailed Contacts list are created in Address Book. Users can import contacts into their Address Book.

When you create an account you can configure this feature and set a limit to the number of contacts in the address book.

Important: *To allow users to share their address books, calendars, and Documents notebooks, enable Sharing on the Features tab.*

Feature Name	Description	COS/ Account Tabs
Address Book	Users can create their own personal contacts lists. By default, two contact lists folders are in the Address Book.	Features
Address book size limit	Maximum number of contacts a user can have in all address books. 0 means unlimited.	Advanced

Users can modify the following Address Book preferences from their account Preferences Address Book tab. The default behavior can be set from the COS or Accounts>Preferences tab.

- Enable auto adding of contacts to automatically add contacts to their Emailed Contact list when they send an email to a new address.
- Default view for their contacts, a list or as cards.
- Number of contacts to display per page: 10, 25, 50, 100. You can increase the maximum number of contacts that are allowed per page to 250, 500, or 1000. This can be changed at the account or COS level. To change a COS, the CLI command is as follows:

```
zmprov mc (cosname) zimbraMaxContactsPerPage (number)
```

Users can import other contact lists into their Address Book and can export their address books as well. The files must be .csv files. This is done from the Preferences Import/Export tab

Calendar

Zimbra Calendar lets users schedule appointments and meetings, establish recurring activities, create multiple calendars, share calendars with others, and delegate manager access to their calendars. They can subscribe to external calendars and view their calendar information from Zimbra Web Client. They can also use search for appointments in their calendars.

Important: *To allow users to share their calendars, address books, and Documents notebooks, enable Sharing in the Features tab.*

Feature Name	Description	COS/ Account Tabs
Calendar	A calendar and scheduling tool to let users maintain their calendar, schedule meetings, delegate access to their calendar, create multiple personal calendars, and more.	Features
Group Calendar	Group Calendar must be enabled to have all the Calendar functionality. When Group Calendar is not checked, the only Calendar feature is the ability to create personal appointments and accept invitations to meetings, also, users cannot share calendars.	Features

Nested Calendars	Calendars can be nested within ZCS folders like Mail, Contact, and Calendar folders. The administrator creates a nested list of calendars using CLI or a nested calendar grouping is imported through migration. The CLI command to define the grouping is **zmmailbox -z -m user1 cf -V appointment /<Calendar Name>/ <sub-calendar name>**. This creates a calendar nested under the Calendar Name folder.	
Timezone	Sets the timezone that is used for scheduling in the Calendar application. A drop down displays the timezone list.	Preferences
Forward calendar invitation to specific addresses	You can specify email addresses to forward a user's calendar invitations. Users can also specify forwarding address from the Preferences Calendar folder. The account the invitation is forwarded to must have been granted admin privileges on the shared calendar to be able to reply to the invitation.	Accounts Forwarding

Troubleshooting Calendar Appointment Issues The CLI **zmcalchk** command is used to check for discrepancy between different users' calendars for the same meeting and send an email notification regarding the discrepancies.

You can also use this command to notify the organizer and/or all attendees when an appointment is out of sync. See Appendix A, "zmcalchk" on page 150.

Setting Remote Calendar Automatic Update Interval

Remote calendars are automatically updated every 12 hours by default. You can change the frequency of these updates with this CLI:

```
zmprov mc zimbraDataSourceCalendarPollingInterval <hr>
```

Other User Calendar Preferences

Users can modify the following Calendar preferences from their account Preferences Calendar tab. The default behavior can be set from the COS or Accounts Preferences tab.

- Calendar view they want to see by default, Day, Work Week, 7-Day Week, Month, List, or Schedule.
- First day of the week to display in the calendar.
- View calendars as a nested group within different folders.
- Time-zone list in their appointment dialog, giving them the opportunity to change time zones while making appointments.
- Use the QuickAdd dialog to create appointments from the calendar view. When this option is enabled, the QuickAdd dialog displays when users double-click or drag on the calendar.
- Display the mini-navigation calendar in the Mail view. The mini-calendar automatically displays in the Calendar view.
- Number of minutes before an appointment to be reminded and select how to be notified, sound, flash the browser title, and popup notification. If popup notification is selected, the user must have Yahoo! BrowserPlus™ installed.
- From the Account Preferences tab, set permissions for free/busy and who can invite the user to a meeting.
- Users can import and export their appointments in the standard iCalendar (.ics) format. This is done from the Preferences Import/Export tab.

Tasks

Zimbra Tasks lets users create to-do lists and manage tasks through to completion. They can add tasks to the default Tasks list and they can create additional task lists to organize to-do lists by more specific activities.

Important: *To allow users to share their Task lists, enable Sharing in the Features tab. Task lists can be shared with individuals, groups, and the public.*

The Tasks feature is enabled from either the COS or the Accounts Preferences tab.

Feature Name	Description	COS/ Account Tabs
Tasks	Users can create and organize tasks from the Zimbra Web Client.	Features

Documents

Zimbra Documents lets users create, organize, and share web documents from the advanced Zimbra Web Client.

Important: *To allow users to share their Documents notebooks, enable Sharing on the Features tab. Notebook can be shared with individuals, groups, and the public.*

When this feature is enabled, users have one Documents Notebook folder by default and can create additional notebooks. Zimbra Documents provides a web-based WYSIWG tool for editing documents and other content. Users have the ability to embed rich content into an editable document from within a Web browser.

You can also create a specific domain Documents account from the administration console. This Documents notebook can be shared with users on the domain, users on all Zimbra domains in your environment, as well as individuals and groups. See Managing ZCS Configurations,"Documents" on page 74.

The Documents feature is enabled from either the COS or the Accounts Preferences tab.

Feature Name	Description	COS/ Account Tabs
Documents	Users can create and organize web documents from the Zimbra Web Client. One Documents notebook is created for each account. Users can create additional notebooks and pages.	Features

Briefcase

Zimbra Documents lets user upload files from their computer to their Zimbra Web Client account and they can access these files whenever they log into the advanced Zimbra Web Client.

The Briefcase feature is enabled from either the COS or the Accounts Preferences tab.

Feature Name	Description	COS/ Account Tabs
Briefcase	Users can upload files to their Zimbra Web Client account. They can open the file if the application is available on the computer, send the file in an email, organize files into different briefcase folders.	Features

Instant Messaging (Beta)

Zimbra Instant Messaging lets users communicate in real-time with others whom they have identified in their Buddy list.

Feature Name	Description	COS/ Account Tabs
Instant Messaging	Users can create a Buddy list and communicate real-time with member of the list. With IM, users can create instant messages or create a group chat to message between several people for real-time collaboration.	Features
Instant Notification	When this enabled, users immediately receive notification of IM messages, new email messages, and calendar and folder updates. This is disabled by default. Users can change this preference in their IM tab.	Features

Other Configuration Settings for Accounts

Other configuration options include:

- Enabling the Sharing feature that allows users to share items with other users
- Disabling Options (Preferences) for user accounts
- Setting the quota for accounts
- Setting the password policy and failed logon policy
- Setting account session length
- Enabling View Attachments settings

- Selecting ZWC UI theme to display
- Enabling Zimlets for accounts
- Specifying default behavior the appearance of a warning message when navigating from ZWC and the appearance of check boxes for items listed on the Content page for email and contacts

"Zimbra Mobile" on page 140

Enabling Sharing

When the Sharing feature is enabled, users can share any of their folders, including their mail folders, calendars, address books, task lists, Document notebooks and Briefcase folders.

Users specify the type of access permissions to give the grantee. They can share with internal users who can be given complete manager access to the folder, external guests that must use a password to view the folder content, and the public access so that anyone who has the URL can view the content of the folder.

When internal users share a mail folder, a copy of the shared folder is put in the grantee's folder list on the Overview pane. Users can manage their shared folders from their ZWC Preferences Share folder. In this folder users see a list of folders that have been shared with them and folders that they have shared with others.

Bug 35700 here

Disabling Preferences

Preferences is enabled by default. Users can modify the default preferences that are configured for their account. You can disable Options and users will not have the Preferences tab in their mailbox. They will not be able to change the default configuration for the features that are set up for their accounts.

Setting Account Quotas

You can specify mailbox quotas and the number of contacts allowed for each account through the Zimbra administration console.

Account quota is the amount of space in megabytes that an account can use. The quota includes email messages, Calendar meeting information, task lists, Documents pages and files in Briefcase. When the quota is reached, all email messages are rejected and users cannot add files to their account. If you set the quota to 0, accounts do not have a quota. See "Account Quota and the MTA" on page 42

You can view mailbox quotas from the administration console, Monitoring, Server Statistics.

Users can be notified that their mailboxes are nearing their quota. The percentage threshold for quota notification can be configured. When this

threshold is reached, a quota warning message is sent to the user. The quota percentage can be set and the warning message text can be modified in the Advanced tab settings for COS and Accounts.

The Address Book size limit field sets the maximum number of contacts a user can have across all of their address books. When the number is reached, users cannot add new contacts.

Setting Password Policy

If internal authentication is configured for the domain, you can configure ZCS to require users to create strong passwords.

Important: *If Microsoft Active Directory (AD) is used for user authentication, you must disable the Change Password feature in their COS. The AD password policy is not managed by Zimbra.*

The password settings that can be configured are listed below.

Feature Name	Description	COS/ Account Tabs
Minimum/Maximum password length	This specifies the required length of a password. The default minimum length is 6 characters. The default maximum length is 64 characters.	Advanced
Minimum / Maximum password age	Configuring a minimum and maximum password age sets the password expiration date. Users can change their passwords at any time between the minimum and maximum set. They must change it when the maximum password age is reached.	Advanced
Configuring the next settings will require users to create more complex passwords. **Note**: A password cannot included accented characters in the string. Example of accented characters that cannot be used: ã, é, í, ú, ü, ñ.		
Minimum upper case characters	Upper case A - Z	Advanced
Minimum lower case characters	Lower case a - z	Advanced
Minimum punctuation symbols	Non-alphanumeric, for example !, $, #, &, %	Advanced

Minimum numeric characters	Base 10 digits 0 - 9	Advanced
Minimum number of unique passwords history	Number of unique new passwords that a user must create before he can reuse an old password.	Advanced
Password locked	Users cannot change their passwords.This should be set if authentication is external.	Advanced
Must change password	When a user logs in, he is required to change his password.	General Information
Change password	When this is enabled, users can change their password at any time within the password age settings from their account Preferences tab.	Features

Setting Failed Login Policy

You can specify a policy that sets the maximum number of failed login attempts before the account is locked out for the specified lockout time. This type of policy is used to prevent password attacks.

Feature Name	**Description**	**COS/ Account Tabs**
Enable failed login lockout	When this box is checked, the "failed login lockout" feature is enabled and you can configure the following settings.	Advanced
Number of consecutive failed logins allowed	The number of failed login attempts before the account is locked out. The default is 10 attempts. If this is set to 0, an unlimited number of failed log in attempts is allowed. This means the account is never locked out.	Advanced

Time to lockout the account	The amount of time in seconds, minutes, hours, or days the account is locked out. If this is set to 0, the account is locked out until the correct password is entered, or the administrator manually changes the account status and creates a new password. The default is 1 hour.	Advanced
Time window in which the failed logins must occur within to lock the account	The duration of time in seconds, minutes, hours, or days after which the number of consecutive failed login attempts is cleared from the log. The default is 0, the user can continue attempts to authenticate, no matter how many consecutive failed login attempts have occurred.	Advanced

Setting Session Timeout Policy

You can set how long a user session should remain open and when to close a session because the session is inactive,

Feature Name	Description	COS/ Account Tabs
Admin console autho token lifetime	Auth token lifetime sets a browser cookie that contains the auth token. Administrators can open the administration console without having to log on again until the auth token expires. The default is 12 hours.	Advanced
Auth token lifetime	Auth token lifetime sets a browser cookie that contains the auth token. User can open ZWC without having to log on again until the auth token expires. The default is 2 days.When it expires, the log in page is displayed and the user must log in to continue.	Advanced
Session idle lifetime	Session idle lifetime sets how long a user session remains active, if no activity occurs. Activity includes any clickable mouse action, such as viewing contents of a folder or clicking a button. The default is 2 days.	Advanced

Setting Email Retention Policy

The email retention policy for email, trashed and spam messages is set by COS. When the message purge function runs is set by the message purge command.

Feature Name	Description	COS/ Account Tabs
Email message lifetime	Number of days a message can remain in any folder before it is automatically purged. The default is 0; email messages are not deleted. The minimum configuration for email message lifetime is 30 days.	Advanced
Trashed message lifetime	Number of days a message remains in the Trash folder before it is automatically purged. The default is 30 days.	Advanced
Spam message lifetime	Number of days a message can remain in the Junk folder before it is automatically purged. The default is 30 days.	Advanced

The server manages the message purge schedule. You configure the duration of time that the server should "rest" between purging mailboxes from the administration console, Global settings or Server settings, General tabs. By default, message purge is scheduled to run every 1 minute.

For example, when the purge interval is set to 1 minute, after mailbox1 is purged of messages that meet the message lifetime setting, the server waits 1 minute before beginning to purge mailbox2.

If the message purge schedule is set to 0, messages are not purged even if the mail, trash and spam message life time is set.

Note: *Because users cannot see these message lifetime settings, if you set a purge limit, make the purge policy known to your users.*

Zimbra Web Client UI Themes

The appearance of the Zimbra Web Client user interface can be changed. A number of Zimbra themes are included with ZCS, and you can create others. You can select a theme to be the default and the themes that users can select from to customize their user experience.

Note: *To learn more about themes, go to the Rebranding and Themes section of the Zimbra Wiki.*

Change UI themes	When this is enabled, users can select different UI themes to display ZWC. Select the theme types that are available from the Themes tab.	Features

Note: When you enable the Yahoo! skin for the standard or advanced ZWC, you can conveniently go to Yahoo! mail from your Zimbra inbox by clicking the Yahoo! Mail link on the right corner of the screen.

The following theme usage options can be configured either from COS or by individual accounts:

- **Limit users to one theme**. On the Features tab, remove the check mark from **Change UI Themes**. The ZWC theme is the theme listed in **Current UI theme** field on the Themes tab.
- **Let users access any of the installed Zimbra themes**. If the **Change UI Themes** is checked, users can access any of the themes that are listed in the **Available UI themes** list.

Configuring Zimlets for Accounts

Zimlets™ is a mechanism for integrating the Zimbra Collaboration Suite with third party information systems and content. See Chapter 11, Working with Zimlets.

From the administration console you can deploy new Zimlets. Zimlets that are deployed are listed on the Zimlets tab. You can set access privileges to Zimlets by Domain, by COS or by account. Users can enable and disable the Zimlets they would like to use in their account from their Preferences>Zimlets folder.

To disable access to a Zimlet, you can remove Zimlets from the Zimlets tab's Available Zimlets list.

ZCS includes pre configured Zimlets that enhance the user experience while working in the Zimbra Web Client. These Zimlets are already deployed and made available from the COS.

- **com_zimbra_date**. When users click on a date either in the email or on the mini-calendar, their calendar schedule for that date displays.
- **com_zimbra_email**. Users can see complete contact information if it is available in their address books.
- **com_zimbra_url**. Users can see a thumbnail of the website that is listed in an email message if it is available.

- **com_zimbra_phone**. Users can click on a phone number that displays in any of the application pages to quickly call that number if they have the installed a VOIP software application such as Skype or Cisco VOIP. When they click on the phone number, the VOIP application is launched.

Other Account Configuration Preferences

The following preferences can be set up:

- **Display a warning when users try to navigate away from Zimbra**. It is easy for users to click the Back and Forward arrows in the browser or close their browser without logging out of their account. If this preference is not checked, users are asked if confirm that they want to navigate away from there account. If this preference is checked, the question is not asked.
- **Show selection checkbox for selecting email and contact items in a list view for batch operation**. If this is enabled, when users view email messages or contacts in the Content pane, a check box displays for each item. Users can select items from the Content pane and then perform an action such as mark as read/unread, move to a specific folder, drag and drop to a folder, delete, and tag for all those selected items. A checkbox in the toolbar lets users select all items in the Content pane at once.

Preferences Import/Export. The Preferences Import/Export tab lets users export all of their account data, including mail, contacts, calendar, tasks, Documents notebooks and Briefcase folders. They can export specific items in their account and save the data to their computer or other location. The account data is saved as a tar-gzipped (tgz) archive file so that it can be easily imported to restore their account. Individual contacts are saved as .csv files, and individual calendar files are saved as .ics files. The data are not removed from their accounts. The exported account data file can be viewed with an archive program such as WinRAR archiver. Any of these files can be imported into their account from the same tab.

Chapter 11 Working with Zimlets

Zimbra Collaboration Suite created Zimlets™ as a mechanism to integrate ZCS with different third-party applications to enhance the user experience from the Zimbra Web Client. When Zimlets are added to the ZCS, users can look at information and interact with the third-party applications from within their email messages. With Zimlets, arbitrary message content can be made live by linking it with Web content and services on intranets or the Internet.

Mousing over actionable content gives the user a real-time preview (subject to security constraints) that can be factored in decision making. For example, various Zimlets can be enabled to let users preview the following:

- Mouse over a date or time and see what is in their calendar
- Mouse over a name or email address and see details from the address book for this name
- Right-click on a phone number to make a call with your soft-phone
- Right-click on a date to schedule a meeting
- Right-click on a name, address, or phone number to update their address book information.

Several pre-defined Zimlets are included with ZCS, and you can create other Zimlets so that users can interact with your company resources or other defined applications from the Zimbra Web Client. For more information about creating Zimlets, see the Zimlet Development section on the Zimbra Wiki, .

This chapter describes how to deploy, configure, and manage Zimlets on the Zimbra server. A few of the Zimlets that are included with Zimbra Collaborating Suite are described at the end of this chapter.

Setting Up Zimlets in ZCS

Zimlets are delivered as a zip file that includes all the files necessary to run the Zimlet. The zip file is copied to the Zimbra servers and the administrator can use the Zimlet Management Tools from either the administration console or from the command line interface (CLI)) to deploy the Zimlet to users. You can configure Zimlets only from the command line interface.

You can see a list of Zimlets that are installed on the Zimbra server, and which are enabled or disabled on the LDAP server from the administration console Zimlets pane or by entering the following CLI command.

Type **zmzimletctl listZimlets** to view the status of installed Zimlet files. This is displays Zimlets installed on the server, Zimlets installed in LDAP and Zimlets available by COS.

Managing Zimlets from the Administration Console

You can manage the following Zimlet management tasks from the Zimbra administration console

- Deploy a Zimlet, which creates the Zimlet entry in the LDAP server, installs the Zimlet files on the server, enables the Zimlet and makes it available to the members of the default COS.
- Make a Zimlet available or not available per COS or account.
- Disable a Zimlet, which leaves it on the server, but the Zimlet is not used.
- Undeploy a Zimlet, which removes it from the COS listings and the Zimlets list but does not uninstall the Zimlet from the server.

You cannot uninstall the Zimlet from the administration console.

See the administration console Help for more information about managing Zimlets on the administration console.

Managing Zimlets from the Command Line

The Zimlet zip file should be copied to each Zimbra server where it will be deployed. You should copy your Zimlets to the **/opt/zimbra/zimlets-extra** directory.

To deploy a Zimlet to the default COS

1. Copy the Zimlet zip file to the **/opt/zimbra/zimlets-extra** directory.
2. To deploy, type the following command

   zmzimletctl deploy <zimlet.zip file name>

   The Zimlet is copied to the **/opt/zimbra/zimlets-deployed** directory.

Deploying the Zimlet creates the Zimlet entry in the LDAP server, installs the Zimlet files on the server, grants access to the members of the default COS, and enables the Zimlet. The Zimlet is displayed on the administration console Zimlets page.

Running **zmzimletctl deploy** is equivalent to running the following four commands.

- **zmzimletctl install**
- **zmzimletctl ldapDeploy**

- **zmzimletctl acl default grant**
- **zmzimletctl enable**

To deploy a Zimlet and grant access to a COS other than the default COS

To deploy a Zimlet to one or more COSs other than default, first install the Zimlet, then adjust the ACL on the COSs.

1. Copy the Zimlet zip file to the **/opt/zimbra/zimlets-extra** directory.
2. To deploy, type the following command

   zmzimletctl deploy <zimlet.zip file name>

   The Zimlet is copied to the /opt/zimbra/zimlets-deployed directory. If your Zimlet included a .jsp file, the .jsp file is coped to the **/opt/zimbra/jetty/webapps/zimlet/<zimletnamefolder>.**

   This deployment creates the Zimlet entry in the LDAP server, installs the Zimlet files on the server, grants access to the members of the default COS, and enables the Zimlet.
3. To add the Zimlet to other COSs and grant access, type

   zmzimletctl acl <zimletname> <cosname1> grant

   You can grant access to more than one COS on the same command line. Enter as **zmzimletctl acl <zimletname> <cosname1> grant <cosname2> grant**

Note: *To turn off access to Zimlets in the default COS, type* **zmzimletctl acl <zimletname> default deny**

Viewing Zimlet List

To view a list of Zimlets that are on the server and their status type

zmzimletctl listZimlets all

Configuring a Zimlet

Some Zimlets may require additional configuration after they are deployed to configure additional information. Your developer will let you know if this is necessary.

The Zimlet Management Tool provides the means for setting up a special Zimlet configuration. You make the configuration changes on the configuration template and then install the new configuration file on the Zimbra server.

How to Change Zimlet Configurations

1. To extract the configuration template type

   zmzimletctl getConfigTemplate <zimlet.zip>

   The config_template.xml is extracted from the Zimlet. zip file.

2. Make the required changes in the template. Be careful to only change the required areas. Save the file.

   Note: *If you have more than one custom Zimlet, you should rename the config_template.xml file before updating the configuration in LDAP so that files are not overwritten.*

3. Type the following command to update the configuration in the LDAP. If you changed the name of the configuration template, replace **config_template.xml** with the new name.

   zmzimletctl configure config_template.xml

Upgrading a Zimlet

Upgrading your customized Zimlet is the same steps as deploying a new Zimlet.

1. The Zimlet zip files should have the same name. Copy the Zimlet zip file to the **/opt/zimbra/zimlets-extra** directory, replacing the older version.

2. To deploy, type the following command

   zmzimletctl deploy <zimlet.zip file name>

   The Zimlet is copied to the **/opt/zimbra/zimlets-deployed** directory. If your Zimlet included a .jsp file, the .jsp file is coped to the **/opt/zimbra/jetty/webapps/zimlet/<zimletnamefolder>.**

3. In order for the newer version to be immediately available, flush the cache. From the administration console, select the server and click **Flush cache**. On the Flush server cache dialog, make sure that there is a check next to **Flush zimlet cache.**

   To flush the cache from with command line, **zmprov flushCache zimlet**.

   You do not enter the zimlet name.

Disabling or Removing a Zimlet

You can turn off access to a Zimlet from a COS, disable the Zimlet, or remove the Zimlet from the server.

To turn off access from a COS

Type **zmzimletctl acl <zimletname> <cosname> deny**

To disable a Zimlet on the Zimbra server

Type **zmzimletctl disable <zimletname>**

Note: *To enable a disabled Zimlet, type* **zmzimletctl enable <zimletname>.**

To uninstall and remove a Zimlet from the Zimbra server

When a Zimlet is undeployed, it is removed from all COSs and then removed from LDAP.

Type **zmzimletctl undeploy <zimletname>**

The Zimlet and all associated files are uninstalled.

Remove the Zimlet file from **/opt/zimbra/zimlets**

Important: *Only remove your custom Zimlets. You should not remove Zimlets that are shipped with the Zimbra Collaboration Suite. If you do not want to have the Zimbra Zimlets available, disable them.*

Zimlets enabled by default in ZCS

Zimbra Collaboration Suite includes preconfigured Zimlets when ZCS is installed. These Zimlets do not appear in the navigation panel list but come into play by enhancing the user experience when users certain ZWC features.

For email messages, users can click on the following type of text.

- **Dates**, to see their calendar schedule for that date.
- **Email addresses/names**, to see complete contact information, if available in the Address Book.
- **URLs**, to quickly go to the website specified in an email message.
- **Phone numbers**, to quickly place a call. VOIP software such as Skype or Cisco VOIP phone must be installed on the user's computer. The user can click the phone number in the message to immediately make a call.
- **Emoticons**, to add a textual portrayal of different facial expressions to your messages. The emoticons are available from a link on the compose toolbar.

When users right-click on these Zimlets within their messages, additional actions are available.

The above Zimlets do not require any configuration to work. You can disable these Zimlets but do not remove them from ZCS.

The Zimlets Gallery

A library of Zimlets are available for deployment when you install or upgrade ZCS. Deploying relevant Zimlets provides users with features to help them efficiently handle routine tasks without leaving the ZWC interface. These Zimlets are found in **/opt/zimbra/zimlets-extra**.

Additional Zimlets can be downloaded from the Zimbra Website, http://gallery.zimbra.com/gallery.php

Chapter 12 Monitoring Zimbra Servers

The Zimbra Collaboration Suite includes the following to help you monitor the Zimbra servers, usage, and mail flow:

- Zimbra Logger package to capture and display server statistics and server status, and to create nightly reports
- Mailbox quota monitoring
- MTA mail queue monitoring
- Log files

Also, selected error messages generate SNMP traps, which can be monitored using an SNMP tool.

Note: *Checking the overall health of the system as a whole is beyond the scope of this document.*

Zimbra Logger

Zimbra-Logger includes tools for syslog aggregation and reporting. Installing the Logger package is optional, but if you do not install Logger, Server Statistics and Server Status information is not captured.

In environments with more than one Zimbra server, Logger is enabled on only one mailbox server. This server is designated as the monitor host. The Zimbra monitor host is responsible for checking the status of all the other Zimbra servers and presenting this information on the Zimbra administration console.

Note: *In a multi-server installation, you must set up the syslog configuration files on each server to enable logger to display the server statistics on the administration console, and you must enable the logger host. If you did not configure this when you installed ZCS, do so now.*

To enable Server Statistics:

1. On each server, as root, type **/opt/zimbra/bin/zmsyslogsetup**. This enables the server to display statistics.
2. On the logger monitor host, you must enable **syslog** to log statistics from remote machines.

a. Edit the /etc/sysconfig/syslog file, add **-r** to the SYSLOGD_OPTIONS setting, **SYSLOGD_options="-r -m 0"**

b. Stop the syslog daemon. Type **/etc/init.d/syslogd stop**.

c. Start the syslog daemon. Type **/etc/init.d/syslogd start**.

Note: *These steps are not necessary for a single-node installation.*

Enabling Remote Syslogging on Mac OS X

To enable remote syslogging on Max OS X

1. Back up the daemon file to the desktop. Type

   sudo cp /System/Library/LaunchDaemons/com.apple.syslogd.plist ~/Desktop/

2. Edit the list using the nano Unix editor. Type

   sudo nano /system/Library/LaunchDaemons/com.apple.syslogd.plist

3. Scroll down to this line

   <sting>/usr/sbin/syslogd</string>

   Add the following directly below this line

   <string>-u</string>

4. Save and exit.

5. Stop and start the daemon. Type
   sudo launchctl unload /System/Library/LaunchDaemons/com.apple.syslogd.plist
   sudo launchctl load /System/Library/LaunchDaemons/com.apple.syslogd.plist

Reviewing Server Status

The **Server Status** page lists all servers and services, their status, and when the server status was last checked. The servers include the MTA, LDAP, and mailbox server. The services include MTA, LDAP, Mailbox, SNMP, Anti-Spam, Anti-Virus, Spell checker, and Logger.

To start a server if it is not running, use the **zmcontrol** CLI command. You can stop and start services from the administration console, **Servers**>**Services** tab.

Server Performance Statistics

If the Zimbra-logger package is installed on a Zimbra mailbox server. Server Statistics shows bar graphs of the message count, message volume, anti-spam, and anti-virus activity. The information is displayed for the last 48 hours, and 30, 60, and 365 days.

When Server Statistics is selected in the Navigation pane, consolidated statistics for all mailbox servers is displayed. Selecting a specific server in the expanded view shows statistics for that server only. Server specific

information also includes disk usage, session information, and mailbox quota details.

The following tabs display information:

- **Message Count** counts message transactions. A transaction is defined as either the SMTP receipt of a message per person (by Postfix) or a LMTP delivery of it (by mailboxd) per person. For example, if a message is sent to three people, six transactions are displayed. Three for SMTP to Postfix and three for LMTP to mailboxd. The message count is increased by six.
- **Message Volume** displays the aggregate size in bytes of transactions sent and received per hour and per day. Graphs show the total inbound data by volume in bytes.
- **Anti-Spam/Anti-Virus Activity** displays the number of messages that were checked for spam or viruses and the number of messages that were tagged as spam or deemed to contain a virus. The AS/AV count is increased by one per message scanned. One message sent to three people counts as only one message processed by AS/AV.

The Message Count and the Anti-spam/Anti-virus Activity graphs display a different message count because:

- Outbound messages may not go through the Amavisd filter, as the system architecture might not require outbound messages to be checked.
- Message are received and checked by Amavisd for spam and viruses before being delivered to all recipients in the message. The message count shows the number of recipients who received messages.

Server-specific statistics also include the following tabs:

- **Disk** for a selected server displays the disk used and the disk space available. The information is displayed for the last hour, day, month, and year.
- **Session** displays information about the active Web client, administrator and IMAP sessions. You can see how many active sessions are opened, who is logged on, when the session was created and the last time the session was accessed.
- **Mailbox Quota** displays information about each account sorted by mailbox size in descending order. See “Monitoring Mailbox Quotas” on page 125.

Generating Daily Mail Reports

When the Logger package is installed, a daily mail report is automatically scheduled in the crontab. The Zimbra daily mail report includes the following information:

- Errors generated from the Zimbra MTA Postfix logs
- Total number of messages that moved through the Zimbra MTA
- Message size information (totals and average bytes per message)

- Average delay in seconds for message delivery
- Total number of bounced deliveries
- Most active sender accounts and number of messages
- Most active recipient accounts and number of messages

The report runs every morning at 11:30 p.m. and is sent to the administrator's email address.

You can configure the number of accounts to include in the report. The default is 25 sender and 25 recipient accounts.

To change the number of recipients to add to the report, type:

zmlocalconfig -e zimbra_mtareport_max_recipients=<number>

To change the number of senders to add to the report, type:

zmlocalconfig -e zimbra_mtareport_max_senders=<number>

Monitoring Disk Space

You should regularly review your disks capacity and when disks are getting full you should take preventative measures to maintain service. To alert administrators of low disk space, an email notification is sent to the admin account. The default is to send out warning alerts when the threshold reaches 85% and a critical alert when the threshold reaches 95%.

You can change these values. Use zmlocalconfig to configure the disk warning thresholds.

- Warning alerts: **zmdisklog_warn_threshold**
- Critical alert: **zmdisklog_critical_threshold**

When starting services with zmcontrol, if the threshold is exceeded, a warning is displayed before the services are started. You should clean up your disk to free up space.

Monitoring Servers

The ZCS server collects many performance-related statistics. The data is stored in the following CSV files in /opt/zimbra/zmstat:

- **cpu.csv**: CPU utilization
- **fd.csv**: file descriptor count
- **mailboxd.csv**: ZCS server and JVM statistics
- **mtaqueue.csv**: Postfix queue
- **proc.csv**: disk utilization
- **soap.csv**: SOAP request processing time
- **threads.csv**: JVM thread counts

- **vm.csv**: Linux VM statistics (from the vmstat command)

These files are in a standard CSV format that can be loaded into Excel for viewing and charting. They are archived to subdirectories of **/opt/zimbra/zmstat** every day at midnight. You can change the time in the crontab.

See the Zimbra wiki article, Zmstats.

Advanced Server Statistics

The Server Statistics Advanced Statistics tab includes advanced graphing options that lets you generate various charts based on statistical information for the CPU, IO, mailboxd, MTAqueue, MySQL. and other components and to run a script on the .csv files to display the usage details in various charts. These graph images are suitable for rapidly diagnosing problems and load issues.

You can specify charts by server for the following csv groups. Each group has a list of specific counters so you can select what information you want graphed.

- allprocs.csv
- convertd.csv
- cpu.csv
- df.csv
- fd.csv
- io-x.csv
- io.csv
- mtaqueue.csv
- vm.csv
- zmmtastats
- zmstatuslog

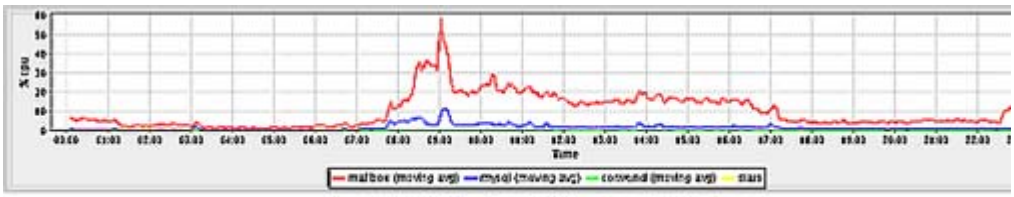
The data is read from the .csv files in **/opt/zimbra/zmstat/<date>** and charts the graphics in the Server Statistics Advanced Statistics tab.

Chart Analysis

The following are the default charts that are created:

- CPU utilization
- Disk Utilization
- Memory Consumption
- JVM Garbage Collection
- InnoDB Buffer Pool Hit Rate

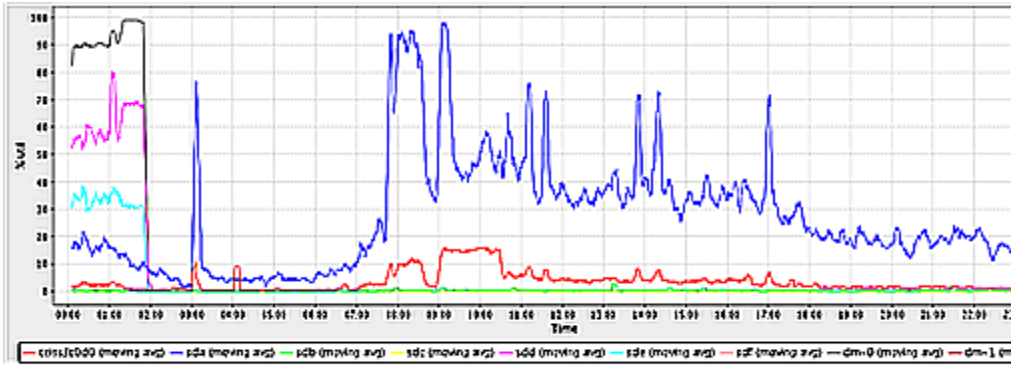
CPU Utilization CPU utilization is tracked both at the server level and the process level. the following is a sample process CPU graph:



CPU Utilization

This CPU utilization chart shows that the server CPU increases in the morning as users come to work, followed by a spike at 9:00 a.m.

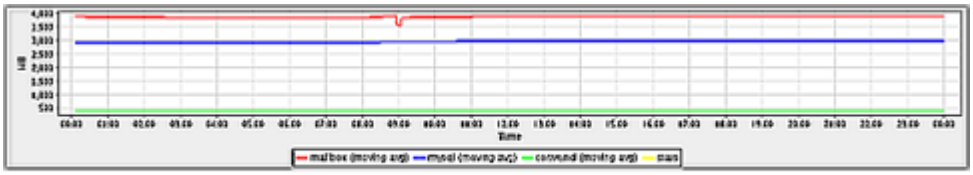
Disk Utilization Disk utilization is tracked for each disk partition.



Disk Utilization

The disk utilization chart shows that disk activity also goes up along with the increased CPU utilization.

Memory Consumption ZCS stats track the amount of memory used by each process i the system. This information can be used to determine how system memory is being allocated between the various processes



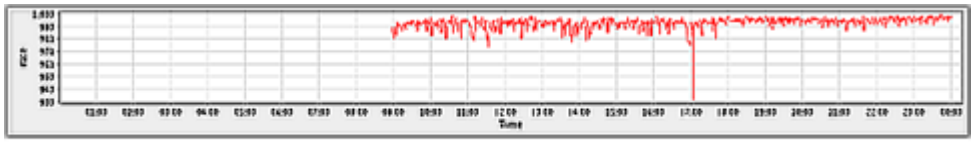
Memory Consumption

JVM Garbage Collection ZCS tracks the percentage of time that the Java Virtual Machine spends on garbage collection. If the JVM is spending more

than a few percent of its time on garbage collection, consider increasing the amount of memory allocated to the server Java process.

Garabage Collection

InnoDB Buffer Pool Hit Rate This chart tracks the bugger pool hit rate for the InnoDB storage engine in MySQL.



InnoDB Buffer Pool Hit Rate

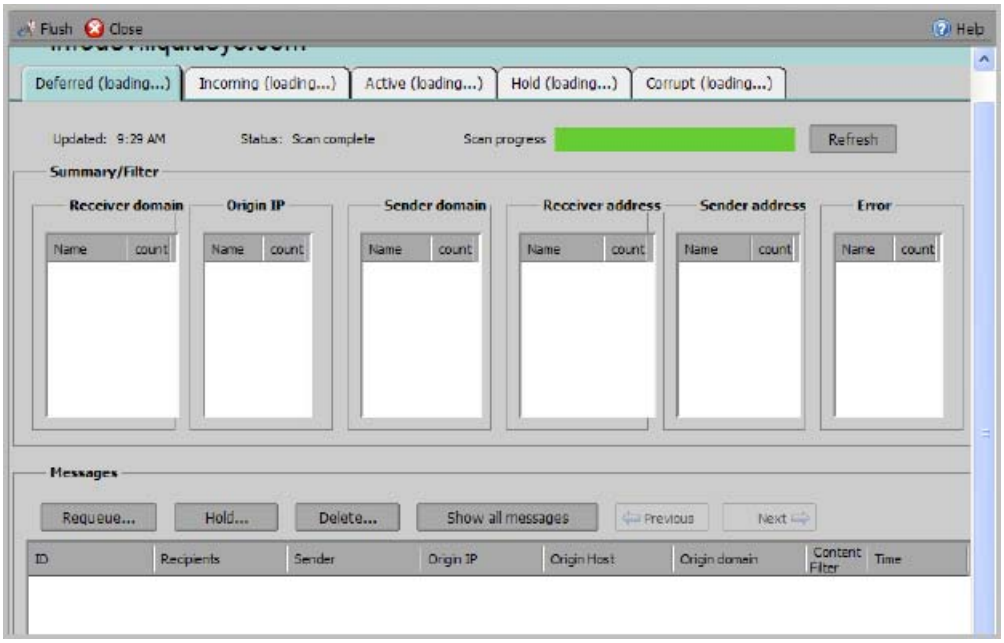
Higher numbers indicate that MySQL is able to get data from memory instead of going to disk. If the high rate is below 990, MySQL is hitting the disk harder than it should be. Investigate the following issues:

- Consider increasing the buffer pool size in **my.cnf**.
- Run **EXPLAIN** on some of the SQL statements in **/opt/zimbra/log/myslow.log,** to see if they are causing InnoDB to read a large amount of data.

Monitoring Mail Queues

If you are having problems with mail delivery, you can view the mail queues from the administration console Monitoring Mail Queues page to see if you can fix the mail delivery problem. When you open mail queues, the content of the Deferred, Incoming, Active, Hold, and Corrupt queues at that point in time can be viewed. You can view the number of messages and where they are coming from and going to. For description of these queues, see “Zimbra MTA Message Queues” on page 46.

Figure 7: Mail Queue Page



For each queue, the Summary pane shows a summary of messages by receiver domain, origin IP, sender domain, receiver address, sender address, and for the Deferred queue, by error type. You can select any of the summaries to see detailed envelope information by message in the Messages pane.

The Messages pane displays individual message envelope information for search filters selected from the Summary pane.

The following Mailbox Queue functions can be performed for all the messages in a queue:

- **Hold**, to move all messages in the queue being viewed to the Hold queue. Messages stay in this queue until the administrator moves them.
- **Release**, to remove all message from the Hold queue. Messages are moved to the Deferred queue.
- **Requeue** all messages in the queue being viewed. Requeuing messages can be used to send messages that were deferred because of a configuration problem that has been fixed. Messages are re-evaluated and earlier penalties are forgotten.
- **Delete** all messages in the queue being viewed.

The Zimbra MTA, Postfix queue file IDs are reused. If you requeue or delete a message, note the message envelope information, not the queue ID. It is possible that when you refresh the mail queues, the queue ID could be used on a different message.

Flushing the Queues

In addition to moving individual messages in a specific queue, you can flush the server. When you click the Flush button, delivery is immediately attempted for all messages in the Deferred, Incoming and Active queues.

Monitoring Mailbox Quotas

Mailbox quotas apply to email messages, attachments, calendar appointments, tasks, briefcase files, and document notebooks in a user's account. When an account quota is reached all mail messages are rejected. Users must delete mail from their account to get below their quota limit, or you can increase their quota. This includes emptying their Trash.

You can check mailbox quotas for individual accounts from Server Statistics on the administration console. The Mailbox Quota tab gives you an instant view of the following information for each account:

- Quota column shows the mailbox quota allocated to the account. Quotas are configured either in the COS or by account.
- Mailbox Size column shows the disk space used
- Quota Used column shows what percentage of quota is used

From a COS or Account, you can configure a quota threshold that, when reached, triggers sending a warning message alerting users that they are about to reach their mailbox quota.

Monitoring Authentication Failures

To guard against simple password harvest attacks, a ZCS account authentication password policy can be configured to insure strong passwords and a failed login policy can be set to lockout accounts that fail to log in after the maximum number of attempts.These policies protect against targeted account attacks, but do not provide visibility into dictionary and distributed based attacks.

The zmauditwatch script attempts to detect these more advanced attacks by looking at where the authentication failures are coming from and how frequently they are happening for all accounts on a Zimbra mailbox server and sends an email alert to the administrator's mailbox.

The types of authentication failures checked include:

- **IP/Account hash check**. The default is to send an email alert if 10 authenticating failures from an IP/account combination occur within a 60 second window.
- **Account check**. The default is to send an email alert if 15 authentication failures from any IP address occur within a 60 second window. This check attempts to detect a distributed hijack based attack on a single account.

- **IP check**. The default is to send an email alert if 20 authentication failures to any account occur within a 60 second window. This check attempts to detect a single host based attack across multiple accounts.
- **Total authentication failure check**. The default is to send an email alert if 1000 auth failures from any IP address to any account occurs within 60 seconds. The default should be modified to be 1% of the active accounts on the mailbox server.

The default values that trigger an email alert are changed in the following zmlocalconfig parameters:

- IP/Account value, change **zimbra_swatch_ipacct_threshold**
- Account check, change **zimbra_swatch_acct_threshold**
- IP check, change **zimbra_swatch_ip_threshold**
- Total authentication failure check, change **zimbra_swatch_total_threshold**

Configure **zimbra_swatch_notice_user** with the email address that should receive the alerts**.**

Log Files

The Zimbra Collaboration Suite logs its activities and errors to a combination of system logs through the syslog daemon as well as Zimbra specific logs on the local file system. The logs described below are the primary logs that are used for analysis and troubleshooting.

Local logs containing Zimbra activity are in the **/opt/zimbra/log** directory.

- **audit.log**. This log contains authentication activity of users and administrators and login failures. In addition, it logs admin activity to be able to track configuration changes.
- **clamd.log**. This log contains activity from the antivirus application clamd.
- **freshclam.log**. This log contains log information related to the updating of the clamd virus definitions.
- **logger_myslow.log**. This slow query log consists of all SQL statements that took more than long_query_time seconds to execute. Note: long_query_time is defined in /opt/zimbra/my.logger.cnf.
- **mailbox.log**. This log is a mailboxd log4j server log containing the logs from the mailbox server. This includes the mailbox store, LMTP server, IMAP and POP servers, and Index server. (Note: prior to ZCS 4.5, this log was called **/opt/zimbra/log/zimbra.log**.)
- **myslow.log**. This slow query log consists of all SQL statements from the mailbox server that took more then long_query_time seconds to execute. Note: long_query_time is defined in /opt/zimbra/my.cnf.
- **spamtrain.log**. This log contains output from zmtrainsa during regularly scheduled executions from the cron.

- **sync.log**. This log contains information about ZCS mobile sync operations.

Other logs include:

- **/opt/zimbra/jetty/logs/**. This is where Jetty-specific activity is logged.
- **/opt/zimbra/db/data**. <hostname>.err. This is the message store database error log.
- **/opt/zimbra/logger/db/data.** <hostname>.err. This is the Logger database error log.

ZCS activity logged to System syslog

- **/var/log/zimbra.log.** The Zimbra syslog details the activities of the Zimbra MTA (Postfix, amavisd, antispam, antivirus), Logger, Authentication (cyrus-sasl), and Directory (OpenLDAP). By default LDAP activity is logged to Zimbra.log.

Syslog

Zimbra modifies the systems syslog daemon to capture data from the mail and local syslog facility to **/var/log/zimbra.log**. This allows syslogd to capture data from several ZCS components including Postfix, Amavis, ClamAV, mailboxd, zmmtaconfig, and logger. The SNMP module uses the data from the log file to generate traps for critical errors. The zmlogger daemon also collects a subset of the data in this file to provide statistics on the utilization of ZCS via the administration console.

By default, mailboxd is configured to log its output to **/opt/ZCS/log/mailboxd.log**. You can enable mailboxd to take advantage of a centralized syslogd infrastructure by enabling the following either globally or by server

zmprov mcf zimbraLogToSysLog True

Using log4j to Configure Logging

The Zimbra server uses **log4j**, a Java logging package as the log manager. By default, the Zimbra server has **log4j** configured to log to the local file system. You can configure **log4j** to direct output to another location. Go to the Log4j website for information about using log4j.

Logging Levels

The logging level is set by default to include logs that are generated for INFO, WARNING, ERROR and FATAL. When problems start to occur, you can turn on the DEBUG log level.

To change the logging levels, edit the log4j properties, **logger.com.zimbra**.

When enabling DEBUG, you can specify a specific category to debug. For example, to see debug details for POP activity, you would type **logger.com.zimbra.pop=DEBUG**.

The following categories are pre-defined in log4j:

- zimbra.misc
- zimbra.pop
- zimbra.imap
- zimbra.index
- zimbra.journal
- zimbra.lmtp
- zimbra.mailbox
- zimbra.account
- zimbra.replication
- zimbra.security
- zimbra.soap

Changes to the log level take affect immediately.

Table 1 zimbra Logging Levels

Level	Local?	Syslog ?	SNMP Trap?	When Used
FATAL	Y	Y	Y	The FATAL level designates very severe error events that will lead the application to abort or impact a large number of users. For example, being unable to contact the MySQL database.
ERROR	Y	Y	N	The ERROR level designates error events that might still allow the application to continue running or impact a single user. For example, a single mailbox having a corrupt index or being unable to delete a message from a mailbox.
WARN	Y	N	N	The WARN level designates potentially harmful situations but are usually recoverable or can be ignored. For example, user log in failed.

* A few non-critical messages such, as service startup messages, will generate traps.

Level	Local?	Syslog ?	SNMP Trap?	When Used
INFO*	Y	N	N *	The INFO level designates information messages that highlights the progress of the application, basic transaction-level logging. For example, server start-ups, mailbox creation/deletion, account creation.
DEBUG	Y	N	N	Events that would generally be useful to help a customer debug problems.

* A few non-critical messages such, as service startup messages, will generate traps.

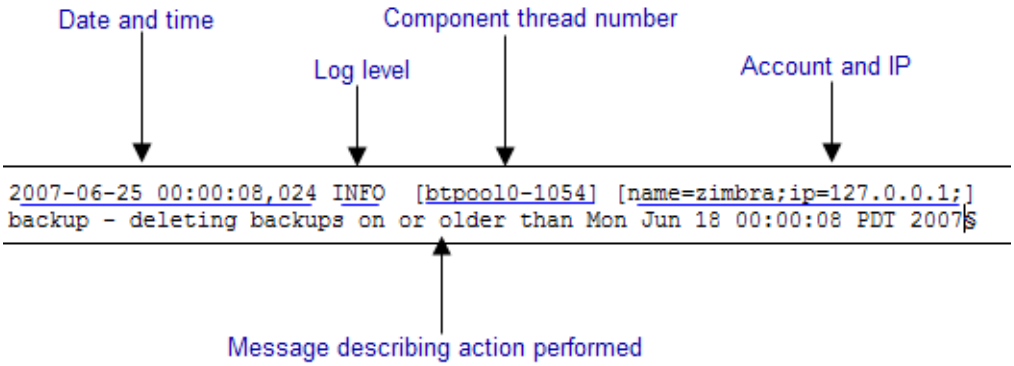
Reviewing mailbox.log Records

The mailbox.log file logs every action taken on the mailbox server, including authentication sessions, LMTP, POP3, and IMAP servers, and Index server. Review the mailbox.log to find information about the health of your server and to help identify problems.

Mailbox.log records valid and invalid login attempts, account activity such as opening email, deleting items, creating items, indexing of new mail, server activities including start and stop. The progress of an activity on the mail server is logged as INFO and if the expected results of the activity fails and errors occurs, an exception is written to the log.

Note: *You can set up logging options for a single account in order to trace account activity for one user without filing up mailbox.log with log messages for unrelated accounts. See Appendix A Command-Line Utilities, zmprov miscellaneous.*

Reading records in the log The example below is a record showing that on June 25, 2007, the zimbra server with an IP address of 127.0.0.1 was in the process of deleting backups that were created on Monday, June 18, 2007 at 8 seconds after midnight Pacific Daylight Time (PDT) or older than that date.



Note: ***Component thread number*** *identifies which thread managed by mailboxd is performing the action logged.*

Handler Exceptions and Stack Traces

If an error occurs during the progress of an activity, a handler exception is added to the end of the basic log record to notify you that an event occurred during the execution of the process that disrupted the normal flow. This signals that some type of error was detected.

```
007-06-25 00:00:10,379 INFO  [btpool0-1064] [name=nriers@example.com;
mid=228;ip=72.255.38.207;ua=zimbra Desktop/0.38;] SoapEngine - handler
exception
```

Sometimes a stack trace is displayed after the exceptions notification. A stack logs the process in detail. A stack trace is a report of the threads and monitors in the zimbra's **mailboxd** service. This information aids in debugging, as the trace shows where the error occurred. The last few entries in the stack often indicate the origin of the problem. When the **caused by** descriptor is included in the log line, this is the root of the error. In the example below, the error was caused by 501, bad address syntax.

```
com.example.cs.mailbox.MailServiceException: Invalid address: Jon R
at com.example.cs.mailbox.MailServiceException.internal_SEND_FAILURE
(MailServiceException.java:412)
at com.example.cs.mailbox.MailServiceException.SEND_ABORTED_ADDRESS_
FAILURE MailServiceException.java:416)
.
.
.
at org.mortbay.thread.BoundedThreadPool$PoolThread.run(BoundedThread
Pool.java:442)
Caused by: com.example.cs.mailbox.MailSender$SafeSendFailedException
:501 Bad address syntax
; chained exception is:
com.sun.mail.smtp.SMTPAddressFailedException: 501 Bad address syntax
at com.sun.mail.smtp.SMTPTransport.rcptTo(SMTPTransport.java:1196)
at
com.sun.mail.smtp.SMTPTransport.sendMessage(SMTPTransport.java:584)
at javax.mail.Transport.send0(Transport.java:169)
at javax.mail.Transport.send(Transport.java:98)
at
com.example.cs.mailbox.MailSender.sendMessage(MailSender.java:409)
at
com.example.cs.mailbox.MailSender.sendMimeMessage(MailSender.java:26
2)
... 30 more
```

Mailbox log files

The mailbox.log files rotate daily. The mailbox log files are saved in **/opt/zimbra/log**. Previous mailbox.log file names include the date the file was made. The log without a date is the current log file. You can backup and remove these files.

mailbox.log examples

To review the mailbox.log for errors, search for the email address or the service that is experiencing the problem. Also, search for WARN or ERROR log levels, read the text of the message. When you find the error review the records, tracing the events that happened before the problem was recorded.

The following are examples of the three areas that can register exceptions, service, account and email.

Service Error - System Crashing

When your system crashes, look for the startup message and after finding that message, look for errors before the startup message date. This example shows an out-of-memory error on June 17, 2007.

```
2007-06-25 01:56:18,725 INFO  [main] [] soap - Servlet SoapServlet
starting up
```

Look for errors before the startup message.

```
2007-06-17 20:11:34,194 FATAL [btpool0-3335]
[name=samd@example.com;aname=abcadmin@example.com;mid=142;ip=66.92.2
5.194;ua=zimbraConnectorForBES/5.0.207;] system - handler exception
java.lang.OutOfMemoryError: PermGen space
```

Mail Error - Mail Delivery problem

When you are looking for an error in mail delivery, start by looking for the "LmtpServer" service. This example includes a stack trace report with a **caused by** explanation that the recipient address was rejected as the address must be a fully-qualified address.

```
2007-06-25 10:47:43,008 INFO  [LmtpServer-250]
[name=bigen@example.com;mid=30;msgid=<1291804360.35481182793659172.J
avaMail.root@dogfood.example.com>;] lmtp - rejecting message
bigen@example.com: exception occurred
com.zimbra.cs.mailbox.MailServiceException: redirect to too failed
at com.zimbra.cs.mailbox.MailServiceException.internal_SEND_FAILURE
(MailServiceException.java:412)
at com.zimbra.cs.mailbox.MailServiceException.SEND_FAILURE(MailServi
ceException.java:424)
at com.zimbra.cs.filter.zimbraMailAdapter.executeActions(zimbraMailA
dapter.java:286)
at org.apache.jsieve.SieveFactory.evaluate(SieveFactory.java:151)
at com.zimbra.cs.filter.RuleManager.applyRules(RuleManager.java:177)
at com.zimbra.cs.lmtpserver.zimbraLmtpBackend.deliverMessageToLocal
Mailboxes(zimbraLmtpBackend.java:325)
at com.zimbra.cs.lmtpserver.zimbraLmtpBackend.deliver(zimbraLmtpBack
end.java:140)
at com.zimbra.cs.lmtpserver.LmtpHandler.doDATA(LmtpHandler.java:441)
at com.zimbra.cs.lmtpserver.LmtpHandler.processCommand(LmtpHandler.
java:205)
at com.zimbra.cs.tcpserver.ProtocolHandler.processConnection(Protoc
olHandler.java:231)
at com.zimbra.cs.tcpserver.ProtocolHandler.run(ProtocolHandler.java
:198)
at EDU.oswego.cs.dl.util.concurrent.PooledExecutor$Worker.run(Unkn
own Source)
at java.lang.Thread.run(Thread.java:619)
```

```
Caused by: com.zimbra.cs.mailbox.MailSender$SafeSendFailedException:
504 <too>: Recipient address rejected: need fully-qualified address
; chained exception is:
com.sun.mail.smtp.SMTPAddressFailedException: 504 <too>: Recipient
address rejected: need fully-qualified address
at com.sun.mail.smtp.SMTPTransport.rcptTo(SMTPTransport.java:1196)
at
com.sun.mail.smtp.SMTPTransport.sendMessage(SMTPTransport.java:584)
at javax.mail.Transport.send0(Transport.java:169)
at javax.mail.Transport.send(Transport.java:120)
at
com.zimbra.cs.filter.zimbraMailAdapter.executeActions(zimbraMailAdap
ter.java:281)
... 10 more
```

Account Error- Log in error

Mailbox.log logs any successful or unsuccessful login attempts from IMAP, POP3 or ZWC. When you are looking for a login error, start by looking for “Auth.” This example shows that someone from IP address 10.10.131.10 was trying to log in as admin on the Zimbra Web Client, using Firefox 2.0 in a Windows OS. Permission was denied because it was not an admin account.

```
2007-06-25 09:16:11,483 INFO  [btpool0-251]
[ip=10.10.131.10;ua=zimbraWebClient - FF2.0 (Win);] SoapEngine -
handler exception
com.zimbra.common.service.ServiceException: permission denied: not
an admin account
at com.zimbra.common.service.ServiceException.PERM_DENIED(ServiceExc
eption.java:205)
at com.zimbra.cs.service.admin.Auth.handle(Auth.java:103)
```

Account Errors - IMAP or POP related

When you are looking for a log because of an IMAP or POP issue, look for “ImapServer/Pop3Server.” This example shows a fatal IMAP server error occurred while trying to connect siress@example.com.

```
mailbox.log.2007-06-19:2007-06-19 15:33:56,832 FATAL [ImapServer-
2444] [name=sires@example.com;ip=127.0.0.1;] system - Fatal error
occurred while handling connection
```

SNMP

SNMP Monitoring Tools

You will probably want to implement server monitoring software in order to monitor system logs, CPU and disk usage, and other runtime information.

Zimbra uses swatch to watch the syslog output to generate SNMP traps.

SNMP Configuration

Zimbra includes an installer package with SNMP monitoring. This package should be run on every server (Zimbra, OpenLDAP, and Postfix) that is part of the Zimbra configuration.

The only SNMP configuration is the destination host to which traps should be sent.

Errors Generating SNMP Traps

The ZCS error message generates SNMP traps when a service is stopped or is started. You can capture these messages using third-party SNMP monitoring software and direct selected messages to a pager or other alert system.

Checking MySQL

The MySQL database is automatically checked weekly to verify the health of the database. This check takes about an hour. If any errors are found, a report is sent to the administrator's account. The report name that runs the MySQL check is **zmbintegrityreport**, and the crontab is automatically configured to run this report once a week.

Note: *When the MySQL database is checked, running this report can consume a significant amount of I/O. This should not present a problem, but if you find that running this report does affect your operation, you can change the frequency with which zmbintegrityreport is run. See* *Appendix B ZCS Crontab Jobs**.*

Appendix A Command-Line Utilities

Command Line Interface (CLI) can be used to create, modify and delete certain features and functions of the zimbra Collaboration Suite. The administration console is the main tool for maintaining the Zimbra Collaboration Suite, but some functions can only be changed from the CLI utility.

The CLI utility can be used for the following:

- Provisioning accounts*
- Starting and stopping a service
- Installing self-signed certificates
- Local configuration

*In general, provisioning and managing accounts should be performed from the administration console, but bulk provisioning can be done from the CLI

General Tool Information

The Zimbra command-line utilities follow standard UNIX command-line conventions.

Follow these guidelines when using the commands

- CLI commands are run as the zimbra user, that is **su - zimbra**.
- The actual CLI commands are case-sensitive. You must type them in lower case.
- Press **ENTER** after you type a command.
- Typing the CLI command and then - **h** displays the usage options for the command. Example: **zmprov - h** lists all the options available for the zmprov utility.
- Each operation is invoked through command-line options. Many have a long name and a short name. For example, these two commands are equivalent:

  zmprov createAccount joe@domain.com test123

  zmprov ca joe@domain.com test123

Syntax Conventions

When demonstrating the syntax of each tool, the following conventions indicate required, optional, and alternate values:

- {**attribute**} in curly brackets is required information.
- [**attribute**] in square brackets are optional arguments or information.
- {**a**|**b**|**c**} or [**a**|**b**|**c**] options separated by the pipe character | means "a" OR "b" OR "c"
- For attribute names that may contain spaces, surround the name with double quotes.

Location of Command-Line Utilities

The command-line tools available for administrators are all located in the **/opt/zimbra/bin** directory on the Zimbra server.

Zimbra CLI Commands

The table below lists the CLI commands in /opt/zimbra/bin.

Table 1 zimbra CLI Commands

CLI	Description
ldap	Start, stop, or find the status of zimbra LDAP
ldapsearch	Perform a search on an LDAP server
logmysql	Start, stop, or find the status of the MySql session. Enters interactive command-line MySQL session with the logger mysql
logmysql.server	Start, stop the SQL instance for the logger package
logmysqladmin	Send myslqadmin commands to the logger mysql
mailboxd	Start, stop, find the status of the mailboxd server
mysql	Enters interactive command-line MySQL session with the mailbox mysql
mysql.server	Start, stop the SQL instance for the mailbox package
mysqladmin	Send admin commands to MySQL
postconf	Postfix command to view or modify the postfix configuration
postfix	Start, stop, reload, flush, check, upgrade-configuration of postfix
qshape	Examine postfix queue in relation to time and sender/recipient domain
zmaccts	Lists the accounts and gives the status of accounts on the domain

Table 1 zimbra CLI Commands

CLI	Description
zmamavisdctl	Start, stop, restart, or find the status of the Amavis-D New
zmantispamctl	Start, stop, reload, status for anti-spam service
zmantivirusctl	Start, stop, reload, status for the anti-virus service
zmapachectl	Start, stop, reload, or check status of Apache service (for spell check)
zmcalchk	Check consistency of appointments and attendees in the Zimbra calendar
zmclamdctl	Start, stop, or find the status of Clam AV
zmcleaniplanetics	Clean iPlanet ICS calendar files
zmcontrol (Start/Stop Service)	Start, stop, status of the Zimbra servers. Also can use to find the Zimbra version installed.
zmconvertctl	Start, stop, the conversion server or find the status of the converted attachments conversion/ indexing
zmcertmgr	Manage self-signed and commercial certificates
zmdumpenv	General information about the server environment is displayed
zmhostname	Find the hostname of the Zimbra server
zmjava	Execute Java with Zimbra-specific environment settings
zmldappasswd	Changes the LDAP password
zmlmtpinject	Testing tool
zmlocalconfig	Used to set or get the local configuration of a Zimbra server
zmloggerctl	Start, stop, reload, or find the status of the Zimbra logger service
zmlogswatchctl	Start, stop, status of the swatch that is monitoring logging
zmmailbox	Performs mailbox management tasks
zmmailboxdctl	Start, stop, reload, or find the status of the mailbox components (mailboxd, MySQL, convert)
zmmetadump	Support tool that dumps an item's metadata in a human-readable form
zmmsgtrace	Trace messages
zmmtaconfigctl	Start, stop, or find the status of the MTA configuration daemon
zmmtactl	Start, stop, or find the status of the MTA
zmmylogpasswd	Change logger MySQL password

Table 1 zimbra CLI Commands

CLI	Description
zmmypasswd	Change MySQL passwords
zmmysqlstatus	Status of mailbox SQL instance
zmperditionctl	Start, stop, or find the status of the perdition IMAP proxy
zmprov (Provisioning)	Performs all provisioning tasks in Zimbra LDAP, including creating accounts, domains, distribution lists and aliases
zmproxyctl	Start, stop, restart, and find the status of the IMAP proxy service
zmproxyconfgen	Generates configuration for the nginx proxy
zmproxypurge	Purges POP/IMAP routing information from one or more memcached servers
zmsaslauthdctl	Start, stop, or find the status of saslauthd (authentication)
zmshutil	Used for other zm scripts, do not use
zmskindeploy	Deploy skins for accounts from the command line
zmsoap	Print mail, account, and admin information in the SOAP format
zmspamextract	Retrieve spam and relocate it to a specified directory
zmspellctl	Start, stop, or find the status of the spell check server
zmsshkeygen	Generate Zimbra's SSH encryption keys
zmstat-chart	Generate charts from zmstat data collected in a directory
zmstat-chart-config	Generate an .xml file with data included from the account setup
zmstatctl	Start, stop, check status, or rotate logs of zmstat data collectors
zmstorectl	Start, stop, or find the status of Zimbra store services
zmswatchctl	Start, stop, or find the status of the Swatch process, which is used in monitoring
zmsyslogsetup	Used to setup system log config file
zmthrdump	Initiate a thread dump and save the data to a file with a timestamp
zmtlsctl	Set the Web server mode to the communication protocol options: HTTP, HTTPS or mixed
zmtrainsa	Used to train the anti-spam filter to recognize what is spam or ham

Table 1 zimbra CLI Commands

CLI	Description
zmtzupdate	Provides mechanism to process timezone changes from the command line
zmupdateauthkeys	Used to fetch the ssh encryption keys created by zmsshkeygen
zmvolume	Manage storage volumes on your Zimbra Mailbox server
zmzimletctl	Deploy and configure Zimlets

zmprov (Provisioning)

The **zmprov** tool performs all provisioning tasks in Zimbra LDAP, including creating accounts, aliases, domains, COS, distribution lists, and calendar resources. Each operation is invoked through command-line options, each of which has a long name and a short name.

The syntax for modify can include the prefix “+” or “-” so that you can make changes to the attributes affected and do not need to reenter attributes that are not changing.

- Use + to add a new instance of the specified attribute name without changing any existing attributes.
- Use - to remove a particular instance of an attribute.

The syntax is **zmprov [cmd] [argument]**.

The following objects use this syntax:

- **ModifyAccount**
- **ModifyDomain**
- **ModifyCos**
- **ModifyServer**
- **ModifyConfig**
- **ModifyDistributionList**
- **ModifyCalendarResource**

The following example would add the attribute **zimbraZimletUserProperties** with the value “blue” to user 1 and would not change the value of any other instances of that attribute.

```
zmprov ma user1 +zimbraZimletUserProperties
"com_company_testing:favoriteColor:blue"
```

Short Name	Long Name	Syntax, Example, and Notes
-h	--help	display usage
-f	--file	use file as input stream

Short Name	Long Name	Syntax, Example, and Notes
-s	--server	{host}[:{port}] server hostname and optional port
-l	--ldap	provision via LDAP instead of SOAP
-L	--log property file	log 4j property file, valid only with -l
-a	--account {name}	account name to auth as
-p	--password {pass}	password for account
-P	--passfile {file}	read password from file
-z	--zadmin	use Zimbra admin name/password from localconfig for admin/password
-y	--authtoken (authtoken)	use auth token string (has to be in JSON format) from command line
-Y	--authtoken (authtoken file)	use auth token string (has to be in JSON format) from command line
-v	--verbose	verbose mode (dumps full exception stack trace)
-d/	--debug	debug mode (dumps SOAP messages)

The commands in the following table are divided into the tasks types - Account, Calendar Resources, Config, COS, Distribution List, Documents, Domain, Server, and Miscellaneous.

Long Name	Short Name	Syntax, Example, and Notes
Account Provisioning Commands		
createAccount	**ca**	Syntax:{name@domain} {password} [attribute1 value1 etc] Type on one line. **zmprov ca joe@domain.com test123 displayName JSmith**
deleteAccount	**da**	Syntax:{name@domain|id|adminName} **zmprov da joe@domain.com**
getAccountMembership	**gam**	{name@domain|id}

Long Name	Short Name	Syntax, Example, and Notes
getAccount	**ga**	Syntax:{name@domain|id|adminName} **zmprov ga joe@domain.com**
getAllAccounts	**gaa**	Syntax: [-v] [{domain}] **zmprov gaa** **zmprov gaa -v domain.com**
getAllAdminAccounts	**gaaa**	Syntax: gaaa **zmprov gaaa**
getDataSources	**gds**	{name@domain | id} [arg 1 [arg 2...]]
getIdentities	**gid**	{name@domain | id} [arg 1 [arg 2...]]
getSignatures	**gsig**	{name@domain | id} [arg 1 [arg 2...]]
modifyAccount	**ma**	{name@domain|id|adminName} [attribute1 value1 etc] **zmprov ma joe@domain.com zimbraAccountStatus maintenance**
modifyDataSource	**mds**	{name@domain | id} {ds-name |ds-id} [attr 1 value 1 [attr2 value 2...]]
modifySignature	**msig**	{name@domain |id} {signature-name | signature-id} [attr 1 value 1 [attr 2 value 2...]]
modifyIdentity	**mid**	{name@domain |id} {identity-name} [attr 1 value 1 [attr 2 value 2...]]
setPassword	**sp**	{name@domain|id|adminName} {password} **Note**: Passwords cannot included accented characters in the string. Example of accented characters that cannot be used: ã, é, í, ú, ü, ñ. **zmprov sp joe@domain.com test321**
checkPasswordStrength	**cps**	Syntax: {name@doman|id} {password} **Note:** This command does not check the password age or history. **zmprov cps joe@domain.com test123**
createDataSource	**cds**	{name@domain} {ds-type} {ds-name} [attr1 value1 [attr2 value2...]]
createSignature	**csig**	{name@domain} {signature-name} [attr1 value1 [attr2 value2...]]

Long Name	Short Name	Syntax, Example, and Notes
createIdentity	**cid**	{name@domain} {identity-name} [attr1 value1 [attr2 value2...]]
deleteSignature	**dsig**	{name@domain|id} {signature-name}
deleteIdentity	**did**	{name@domain|id} {identity-name}
deleteDataSource	**dds**	{name@domain|id} {ds-name|ds-id}
addAccountAlias	**aaa**	{name@domain|id|adminName} {alias@domain} **zmprov aaa joe@domain.com joe.smith@engr.domain.com**
removeAccountAlias	**raa**	{name@domain|id|adminName} {alias@domain} **zmprov raa joe@domain.com joe.smith@engr.domain.com**
setAccountCOS	**sac**	{name@domain|id|adminName} {cos-name|cos-id} **zmprov sac joe@domain.com FieldTechnician**
searchAccounts	**sa**	[-v] {ldap-query} [limit] [offset] [sortBy {attribute} [sortAscending 0|1] [domain {domain}]
renameAccount	**ra**	{name@domain|id} {newname@domain} **zmprov ra joe@domain.com joe23@domain.com**
RecalculateMailboxCounts	**rmc**	When unread message count and quota usage are out of sync with the data in the mailbox, use this command to immediately recalculate the mailbox quota usage and unread messages count. ***Important:*** *Recalculating mailbox quota usage and message count should be schedule to run in off peak hours and used on one mailbox at a time.*
Calendar Resource Provisioning Commands		

Long Name	Short Name	Syntax, Example, and Notes
createCalendarResource	**ccr**	{name@domain} [attr1 value1 [attr2 value2...]]
deleteCalendarResource	**dcr**	{name@domain|id}
getAllCalendarResources	**gacr**	[-v] [{domain}]
getCalendarResource	**gcr**	{name@domain|id}
modifyCalendarResource	**mcr**	{name@domain|id} [attr1 value1 {attr2 value2...]]
renameCalendarResource	**rcr**	{name@domain|id} {newName@domain}
searchCalendarResources	**scr**	[-v] domain attr op value {attr op value...]
Free Busy Commands		
getAllFbp	**gafbp**	[-v]
getFreebusyQueueInfo	**gfbqi**	[{provider-name}]
pushFreebusy	**pfb**	{domain | account-id} [account-id...]
Domain Provisioning Commands		
countAccount	**cta**	{domain|id} This lists each COS, the COS ID and the number of accounts assigned to each COS
createAliasDomain	**cad**	{alias-domain-name} {local-domain-name|id} [attr1 value1 [attr2 value2...]]
createDomain	**cd**	{domain} [attribute1 value1 etc] **zmprov cd mktng.domain.com zimbraAuthMech zimbra**
deleteDomain	**dd**	{domain|id} **zmprov dd mktng.domain.com**
getDomain	**gd**	{domain|id} **zmprov gd mktng.domain.com**
getDomainInfo	**gdi**	name|id|virtualHostname {value} [attr1 [attr2...]]
getAllDomains	**gad**	[-v]

Long Name	Short Name	Syntax, Example, and Notes
modifyDomain	**md**	{domain|id} [attribute1 value1 etc] **zmprov md domain.com zimbraGalMaxResults 500** ***Note:*** *Do not modify* **zimbraDomainRenameInfo** *manually. This is automatically updated when a domain is renamed.*
renameDomain	**rd**	{domain|id} {newDomain} ***Note:*** *renameDomain can only be used with "***zmprov -l/--ldap***"*
COS Provisioning Commands		
copyCos	**cpc**	{src-cos-name|id} {dest-cos-name}
createCos	**cc**	{name} [attribute1 value1 etc] **zmprov cc Executive zimbraAttachmentsBlocked FALSE zimbraAuthTokenLifetime 60m zimbraMailQuota 100M zimbraMailMessageLifetime 0**
deleteCos	**dc**	{name|id} **zmprov dc Executive**
getCos	**gc**	{name|id} **zmprov gc Executive**
getAllCos	**gac**	[-v] **zmprov gac -v**
modifyCos	**mc**	{name|id} [attribute1 value1 etc] **zmprov mc Executive zimbraAttachmentsBlocked TRUE**
renameCos	**rc**	{name|id} {newName} **zmprov rc Executive Business**
Server Provisioning Commands		
createServer	**cs**	{name} [attribute1 value1 etc]
deleteServer	**ds**	{name|id} **zmprov ds domain.com**
getServer	**gs**	{name|id} **zmprov gs domain.com**

Long Name	Short Name	Syntax, Example, and Notes
getAllServers	**gas**	[-v] **zmprov gas**
getAllReverseProxyBackends	**garpb**	
modifyServer	**ms**	{name|id} [attribute1 value1 etc] **zmprov ms domain.com zimbraVirusDefinitionsUpdateFrequency 2h**
getAllReverseProxyURLs	**garpu**	Used to publish into nginx.conf what servers should be used for reverse proxy lookup.
getAllMtaAuthURLs	**gamau**	Used to publish into saslauthd.conf what servers should be used for saslauthd.conf MTA auth
getAllMemcachedServers	**gamcs**	Used to list memcached servers (for nginix use).
Config Provisioning Commands		
getAllConfig	**gacf**	[-v] All LDAP settings are displayed
getConfig	**gcf**	{name}
modifyConfig	**mcf**	attr1 value1 Modifies the LDAP settings.
Distribution List Provisioning Commands		
createDistributionList	**cdl**	{list@domain} **zmprov cdl needlepoint-list@domain.com**
addDistributionListMember	**adlm**	{list@domain|id} {member@domain} **zmprov adlm needlepoint-list@domain.com singer23@mail.free.net**
removeDistributionListMember	**rdlm**	{list@domain|id} **zmprov rdlm needlepoint-list@domain.com singer23@mail.free.net**
getAlldistributionLists	**gadl**	[-v]
get DistributionListmembership	**gdlm**	{name@domain|id}

Long Name	Short Name	Syntax, Example, and Notes
getDistributionList	**gdl**	{list@domain|id} **zmprov gdl list@domain.com**
modifyDistributionList	**mdl**	{list@domain|id} attr1 value1 {attr2 value2...} **zmprov md list@domain.com**
deleteDistributionList	**ddl**	(list@domain|id}
addDistributionListAlias	**adla**	{list@domain|id} {alias@domain}
removeDistributionListAlias	**rdla**	{list@domain|id} {alias@domain}
renameDistributionList	**rdl**	{list@domain|id} {newName@domain}
zimbra Documents Provisioning Commands (Notebook)		
importNotebook	**impn**	{name@domain} {directory} {folder} Before importing files, any file that will become a Documents page (wiki-style page), must be renamed to include the extension ".wiki". If not it is imported as a file, accessed either as an attachment or an image. **impn joe@domain.com /opt/zimbra/wiki/template template**
initNotebook	**in**	[{name@domain}] **in joe@domain.com**
initDomainNotebook	**idn**	{domain} [{name@domain}] Creates the domain Documents account **idn domain.com domainwiki@domain.com**
UpdateTemplates	**ut**	[-h host] {template-directory}
Mailbox Commands		
getMailboxInfo---	**gmi**	{account}
getQuotaUsage---	**gqu**	{server}
reIndexMailbox	**rim**	{name@domain|id} {action} [{reindex-by} {value1} [value2...]]
selectMailbox	**sm**	{account-name} [{zmmailbox commands}]
Miscellaneous Provisioning Commands		

Long Name	Short Name	Syntax, Example, and Notes
searchGAL	**sg**	{domain} {name} **zmprov sg joe**
autoCompleteGal	**acg**	{domain} {name}
generateDomainPreAuthKey	**gdpak**	{domain|id} Generates a pre-authentication key to enable a trusted third party to authenticate to allow for single-sign on. Used in conjunction with GenerateDomainPreAuth.
generateDomainPreAuth	**gdpa**	{domain|id} {name} {name|id|foreignPrincipal} {timestamp|0} {expires|0} Generates preAuth values for comparison.
addAccount Logger	**aal**	{name@domain|id} {logging-category} {debug|info|warn|error} Creates custom logging for a single account
getAllAccountLogger	**gaal**	{server} Shows all individual custom logger account
removeAccountLogger	**ral**	[-s/ --server hostname] {name@domain|id} {logging-category} When name@domain is specified, removes the custom logger created for the account otherwise removes all accounts all account loggers from the system.
syncGal	**syg**	{domain} [{token}]
flushCache	**fc**	[skin|local|account|config|cos|domain|server|zimlet} [name1|id] Flush cached LDAP entries for a type. See Zimbra Directory Service chapter, Flushing LDAP Cache
getAccountLogger	**gal**	[-s /--server hostname] {name@domain | id}
The following are zmprov commands that are specific to Zimbra IMAP/ POP proxy.		

Long Name	Short Name	Syntax, Example, and Notes
--getAllReverseProxyURLs	**-garpu**	Used to publish into nginx.conf the servers that should be used for reverse proxy lookup
--getAllMtaAuthURLs	**-gamau**	Used to publish into saslauthd.conf the servers that should be used for saslauthd.conf MTA auth
--getAllMemcachedServers	**-gamcs**	Used to list memcached servers (for Zimbra Proxy use)

Examples

- Create one account with a password that is assigned to the default COS.

  zmprov ca name@domain.com password

- Create one account with a password that is assigned to a specified COS. You must know the COS ID number. To find a COS ID, type **zmprov gc <COSname>.**

  zmprov ca name@domain.com password zimbraCOS cosIDnumberstring

- Create one account when the password is not authenticated internally.

  zmprov ca name@domain.com ''

  The empty single quote is required and indicates that there is no local password.

- Using a batch process to create accounts, see Managing the zimbra Collaboration Suite chapter for the procedure.

- Add an alias to an account.

  zmprov aaa accountname@domain.com aliasname@domain.com

- Create distribution list. The ID of the distribution list is returned.

  zmprov cdl listname@domain.com

- Add a member to a distribution list. Tip: You can add multiple members to a list from the administration console.

  zmprov adlm listname@domain.com member@domain.com

- Change the administrator's password. Use this command to change any password. Enter the address of the password to be changed.

  zmprov sp admin@domain.com password

- Create a domain that authenticates against zimbra OpenLDAP.

  zmprov cd marketing.domain.com zimbraAuthMech zimbra

- Set the default domain.

```
zmprov mcf zimbraDefaultDomain domain1.com
```

- To list all COSs and their attribute values.

  ```
  zmprov gac -v
  ```

- To list all user accounts in a domain (domain.com)

  ```
  zmprov gaa domain.com
  ```

- To list all user accounts and their configurations

  ```
  zmprov gaa -v domain.com
  ```

- To enable logger on a single server

  ```
  zmprov +zimbraServiceEnabled logger
  ```

  Then type **zmloggerctl start**, to start the logger.

- To modify the purge interval, set **zimbraMailPurgeSleepInterval** to the duration of time that the server should “sleep” between every two mailboxes. Type:

  zmprov ModifyServer <server-name> zimbraMailPurgeSleepInterval <Xm>

  X is the duration of time between mailbox purges; **m** represents minutes. You could also set **<xh>** for hours.

- Modify **zimbraNewMailNotification** to customize the notification email template. A default email is sent from Postmaster notifying users that they have received mail in another mailbox. To change the template, you modify the receiving mailbox account. The variables are

  - **${SENDER_ADDRESS}**
  - **${RECIPIENT_ADDRESS}**
  - **${RECIPIENT_DOMAIN}**
  - **${NOTIFICATION_ADDRESSS}**
  - **${SUBJECT}**
  - **${NEWLINE}**

  You can specify which of the above variables appear in the **Subject**, **From**, or **Body** of the email. The following example is changing the appearance of the message in the body of the notification email that is received at **name@domain.com**. You can also change the template in a class of service, use **zmprov mc**. The command is written on one line.

  ```
  zmprov ma name@domain.com zimbraNewMailNotificationBody
  ‘Important message from
  ${SENDER_ADDRESS}.${NEWLINE}Subject:${SUBJECT}’
  ```

zmaccts

This command runs a report that lists all the accounts, their status, when they were created and the last time anyone logged on. The domain summary shows the total number of accounts and their status.

Syntax

zmaccts

zmcalchk

This command checks the consistency of appointments on the Zimbra calendar and sends an email notification regarding inconsistencies. For example, it checks if all attendees and organizers of an event on the calendar agree on start/stop times and occurrences of a meeting.

Syntax

zmcalchk [-d] <user> <start-time-spec> <end-time-spec>

Description

Short Name	Description
-d	Debugs verbose details
-m	Allows the user to specify the maximum number of attendees to check. The default value is 50.
-n	-n none |user |organizer |attendee |all Send email notifications to selected users if they are out of sync for an appointment

zmcontrol (Start/Stop Service)

This command is run to start or to stop services. You can also find which version of the zimbra Collaboration Suite is installed.

Syntax

zmcontrol [-v -h] command [args]

Description

Long Name	Short Name	Description
	-v	Displays ZCS software version.
	-h	Displays the usage options for this command.

Long Name	Short Name	Description
	-H	Host name (localhost).
Command in...		
maintenance		Toggle maintenance mode.
shutdown		Shutdown all services and manager on this host. When the manager is shutdown, you cannot query that status.
start		Startup manager and all services on this host.
startup		Startup manger and all services on this host.
status		Returns services information for the named host.
stop		Stop all services but leave the manager running.

zmcertmgr

The CLI command **zmcertmgr** is used to manage your certificates from the command line. You can use the administration console to easily view, update and install self-signed and commercial certificates. See the administration console help for more information about using this tool.

Syntax

zmcertmgr {attribute} [arg]

Description

Name	Syntax, Example, Notes
viewdeployedcrt	[all|ldap|mta|proxy|mailboxd] View the deployed certificate.
viewstagedcrt	<self|comm> [certfile]
gencsr	<self|comm> [-new] [subject] [-subjectAltNames “host1,host2”] Generate the certificate signing request.

Name	Syntax, Example, Notes
install	<self|comm> [-new] [validation_days-] Install either a self signed or commercial signed certificate
viewcsr	<self|comm> [csr_file] View the certificate signing request information
verifycrt	<self|comm> [priv_key] [certfile]
createcrt	
savecrt	

zmldappasswd

This CLI command, **zmldappasswd** changes the LDAP password on the local server. In multi node environments, this command must be run on the LDAP master server only.

This CLI command used with options changes other passwords.

For better security and audit trails the following passwords are generated in ZCS:

- **LDAP Admin password**. This is the master LDAP password. This is not new, but has been renamed.
- **LDAP Root password**. This is used for internal LDAP operations.
- **LDAP Postfix password**. This is the password used by the postfix user to identify itself to the LDAP serve and must be configured on the MTA server to be the same as the password on the LDAP master server.
- **LDAP Amavis password**. This is the password used by the amavis user to identify itself to the LDAP server and must be configured on the MTA server to be the same as the password on the LDAP server.
- **LDAP Replication password**. This is the password used by the LDAP replication user to identify itself to the LDAP master and must be the same as the password on the LDAP master server.

Syntax

opt/zimbra/bin/zmldappasswd [-h] [-r] [-p] [-l] new password

Description

Name	Syntax, Example, Notes
-h	Displays the help
-a	Changes **ldap_amavis-password**
-l	Changes **ldap_replication_password**
-p	Changes **ldap_postfix_password**
-r	Changes **ldap_root_passwd**
Only one of a, l, p, or r can be specified. If options are not included, the zimbra_ldap_password is changed.	

zmlocalconfig

This command is used to set or get the local configuration for a zimbra server.

Syntax

zmlocalconfig [options]

To see the local config type **zmlocalconfig**

Description

Long Name	Short Name	Description
--config	**-c**	<**arg**> File in which the configuration is stored
--default	**-d**	Show default values for keys listed in [args]
--edit	**-e**	Edit the configuration file, change keys and values specified. The [args] is in the key=value form.
--force	**-f**	Edit the keys whose change is known to be potentially dangerous
--help	**-h**	Shows the help for the usage options for this tool
--info	**-i**	Shows the documentation for the keys listed in [args]
--format	**-m**	<**arg**> Shows the values in one of these formats: plain (default), xml, shell, nokey.
--changed	**-n**	Shows the values for only those keys listed in the [args] that have been changed from their defaults

Long Name	Short Name	Description
--path	**-p**	Shows which configuration file will be used
--quiet	**-q**	Suppress logging
--random	**-r**	This option is used with the edit option. Specified key is set to a random password string.
--show	**-s**	Forces the display of the password strings
--unset	**-u**	Remove a configuration key. If this is a key with compiled-in defaults, set its value to the empty string.
--expand	**-x**	Expand values

zmmailbox

The **zmmailbox** tool is used for mailbox management. The command can help administrators provision new mailboxes along with accounts, debug issues with a mailbox, and help with migrations.

You can invoke the zmmailbox command from within the zmprov command. You enter **selectMailbox** within zmprov to access the zmmailbox command connected to that specified mailbox. You can then enter zmmailbox commands until you type **exit**. Exit returns you to zmprov. This is useful when you want to create accounts and also pre-create some folders, tags, or saved searches at the same time.

Syntax

zmmailbox [args] [cmd] [cmd-args ...]

Description

Short Name	Long Name	Syntax, Example, and Notes
-h	**--help**	display usage
-f	**--file**	use file as input stream
-u	**--url**	http[s]://{host}[:{port}] server hostname and optional port. Must use admin port with -z/-a
-a	**--account {name}**	account name to auth as
-z	**--zadmin**	use zimbra admin name/password from localconfig for admin/password
-y	**--authtoken (authtoken)**	use authtoken string (has to be in JSON format) from command line
-Y	**--authtoken (authtoken file)**	use authtoken string (has be in JSON format) from command line
-m	**--mailbox**	mailbox to open
-p	**--password {pass}**	password for admin account and or mailbox
-P	**--passfile {file}**	read password from file
-v	**--verbose**	verbose mode (dumps full exception stack trace)
-d	**--debug**	debug mode (dumps SOAP messages)

Specific CLI tools are available for the different components of a mailbox. Usage is described in the CLI help for the following.

zmmailbox help admin	help on admin-related commands
zmmailbox help commands	help on all commands
zmmailbox help contact	help on contact-related commands (address book)
zmmailbox help conversation	help on conversation-related commands
zmmailbox help folder	help on folder-related commands
zmmailbox help item	help on item-related commands
zmmailbox help message	help on message-related commands
zmmailbox help misc	help on miscellaneous commands
zmmailbox help search	help on search-related commands
zmmailbox help tag	help on tag-related commands

Examples

- When you create an account, you may want to pre-create some tags and folders. You can invoke zmmailbox inside of zmprov by using "selectMailbox(sm)"

```
domain.example.com$ /opt/zimbra/bin/zmprov
prov> ca user10@domain.example.com test123
9a993516-aa49-4fa5-bc0d-f740a474f7a8
prov> sm user10@domain.example.com
mailbox: user10@domain.example.com, size: 0 B, messages: 0,
unread: 0
mbox user10@domain.example.com> createFolder /Archive
257
mbox user10@domain.example.com> createTag TODO
64
mbox user10@domain.example.com> createSearchFolder /unread
"is:unread"
258
mbox user10@domain.example.com> exit
prov>
```

- To find the mailbox size for an account

```
zmmailbox -z-m user@example.com gms
```

zmtlsctl

This command is used to set the Web server mode to the communication protocol options: HTTP, HTTPS, Mixed, Both and Redirect.

- **Mixed** mode redirects to HTTPS for login and HTTP for normal session traffic.
- **Both** mode means that an HTTP session stays HTTP, including during the log in phase, and an HTTPS session remains HTTPS throughout, including the log in phase.
- **Redirect** mode redirects any users connecting via HTTP to a HTTPS connection.
- All modes use SSL encryption for back-end administrative traffic.

Mailboxd has to be stopped and restarted for the change to take effect.

Note: *If you switch to HTTPS, you use the self-signed certificate generated during ZCS installation, in /opt/zimbra/ssl/zimbra/server/server.crt.*

Syntax

zmtlsctl [mode]

mode = http, https, mixed, both, redirect

Steps to run

1. Type **zmtlsctl [mode].**
2. Type **zmmailboxdctl stop.**
3. When mailboxd is stopped, type **zmmailboxdctl start.**

zmmetadump

This command is a support tool that dumps the contents of an item's metadata in a human readable form.

Syntax

zmmetadump -m <mailbox id/email> -i <item id>

or **zmmetadump -f <file containing encoded metadata>**

zmmsgtrace

This command is used to trace an email message that was sent or received with the last 30 days.

Syntax

zmmsgtrace {-i|-s|-r|-F} <message_id>

Description

Long Name	Short Name	Description
--help	**-h**	Shows the help for the usage options for this tool.
	-i	Message ID.
	-s	Sender address.
	-r	Recipient address.
	-F	From Times in YYYYMMDD (hhmmss) format.
	-D	dest_ip/host
	-t	start, end times in YYYYMMDD (hhmmss) format

zmmylogpasswd

This command is used to change the zimbra_logger_myql_password. If the --root option is specified, the MySql_logger_root_passwd is changed. In both cases, MySQL is updated with the new passwords. Refer to the MySQL documentation to see how you can start the MySQL server temporarily to skip grant tables, to override the root password. This requires a restart for the change to take effect.

Syntax

zmmylogpasswd <new_password>

zmmypasswd

This command is used to change **zimbra_myql_password**. If the --root option is specified, the **mysql_root_passwd** is changed. In both cases, MySQL is updated with the new passwords. Refer to the MySQL documentation to see how you can start the MySQL server temporarily to skip grant tables, to override the root password. This requires a restart for the change to take effect.

Syntax

zmmypasswd [--root] <new_password>.

zmproxyconfgen

This command generates the nginx proxy configuration files. It reads LDAP settings to replace template variables and generates the final nginx configuration.

Syntax

ProxyConfGen [options]

Description

Long Name	Short Name	Description
--config	**-c**	<arg> Overrides a config variable. The <arg> format should be name=value. To see a list of names, use **-d** or **-D**
--defaults	**-d**	Prints the default variable map
--definitions	**-D**	Prints the Definitions variable map after loading LDAP configuration and processing overrides
--help	**-h**	Displays help information

Long Name	Short Name	Description
--include-dir	**-i**	<arg> Displays the directory path (relative to $workdir/conf), where included configuration files are written
--dry-run	**-n**	Specifies not to write configuration and only display the files that would be written
--prefix	**-p**	<arg> Displays the config file prefix. The default value is nginx.conf
--template-prefix	**-P**	<arg> Displays the template file prefix. The default value is $prefix
--server	**-s**	<arg> Specifies a valid server object. Configuration is generated based on the specified server's attributes. The default is to generate configuration based on global configuration values
--templatedir	**-t**	<arg>Specifies the proxy template directory. The default value is $workdir/conf/nginx/templates
--verbose	**-v**	Displays verbose data
--workdir	**-w**	<arg> Specifies the proxy working directory. The default value is /opt/zimbra

zmproxypurge

This command purges POP/IMAP proxy routing information from one or more memcached servers. Available memcached servers are discovered by the **zmprov gamcs** function. Others can be specified if necessary using the server port.

Syntax

ProxyPurgeUtil [-v] [-i] -a account [-L accountlist] [cache1 [cache2...]]

Description

Long Name	Short Name	Description
--help	**-h**	Shows the help for the usage options for this tool.
--verbose	**-v**	Displays verbose data
--info	**-i**	Displays account routing information
--account	**-a**	Displays account name

Long Name	Short Name	Description
--list	**-L**	Displays file containing list of accounts, one per line
--output	**-o**	Specifies the format to be used for printing routing information with information. The fields that display by default are • cache server • account name • route information
cacheN		(optional command) Specifies additional memcache server in the form of server:port

zmskindeploy

This command simplifies the process of deploying skins in ZWC. This tool processes the skin deployment, enables the skin for all users of the ZWC deployment, and restarts the web server so that it recognizes the new skin.

For more information about this tool, see http://wiki.zimbra.com/index.php?title=About_Creating_ZCS_Themes

Syntax

zmskindeploy <path/to/skin/dir/or/zipfile>

zmsoap

Prints mail, account, and admin information in the SOAP format.

Syntax

zmsoap [options] <path1 [<path2>...]

Description

Long Name	Short Name	Description
--help	**-h**	Prints usage information
--mailbox	**-m**	<name> Displays mailbox account name. Mail and account requests are sent to this account. This attribute is also used for authentication if **-a** and **-z** are not specified
--target		<name>Displays the target account name to which the requests are sent. Used only for non-admin sessions
--admin name	**-a**	<name>Displays the admin account name to authenticate as
--zadmin	**-z**	Displays the Zimbra admin name and password to authenticate as
--password	**-p**	<pass>Displays account password
--passfile	**-P**	<path> Reads password from a file
--element	**-e**	<path> Displays the root element path. If specified, all path arguments that do not start with a slash (/) are relative to this element
--type	**-t**	<type> Displays the SOAP request type. Can either be mail, account, or admin
--url	**-u**	<http[s]://...> Displays the server hostname and optional port value
--verbose	**-v**	Prints the SOAP request and other status information
path		<[path...]> Displays the element or attribute path and value. Roughly follows the XPath syntax as: [/]element1[/element2][/@attr][=value]

zmstat-chart

This command is used to collect statistical information for the CPU, IO, mailboxd, MTAqueue, MySQL, and other components and to run a script on the csv files to display the usage details in various charts. These csv files are saved to **/opt/zimbra/zmstat/**.

You must enable zmstat to collect the performance charts data.

To enable zmstat for charting on each server

1. Enter **zmprov ms {hostname} zimbraServerEnable : stats.**
2. Restart the server, enter

   zmcontrol stop

   zmcontrol start

Syntax

zmstat-chart -s <arg> -d <arg> [options]

Description

Long Name	Short Name	Description
--aggregate-end-at		<arg> If this is specified, the aggregate computation ends at this timestamp. Usage is MM/dd/yyyy HH:mm:ss.
--aggregate-start-at		<arg> If this is specified, the aggregate computation starts at this timestamp. Usage is MM/dd/yyyy HH:mm:ss.
--end-at		<arg> If this is specified, all samples after the specified timestamp are ignored. Usage is MM/dd/yyyy HH:mm:ss.
--start-at		<arg> If this is specified, all samples before this timestamp are ignored.
--title		<arg> This gives the chart a title that displays. Defaults to the last directory name of srcdir.
--no-summary		Summary data generation is not included.
--conf	**-c**	<arg> Chart the configuration xml files.
--destdir	**-d**	<arg> The directory where the generated chart files are saved.
--srcdir		One or more directories where the csv files are located. The csv files are moved to directories listed by date under zmstat/.

zmstat-chart-config

This command generates an xml file **/opt/zimbra/conf/zmstat-chart.xml** from a template, taking into account the server setup including the LDAP node and the processes run, among other specifications.

zmstatctl

This is a control script for checking zmstat data collectors. It starts or stops monitoring processes, checks status or rotates logs.

Syntax

zmstatctl start|stop|status|rotate

zmthrdump

This command invokes a thread dump in the ZCS server process and prints the output file. It also gives the option of saving the thread dump to a file and inserts a timestamp on the logfile.

Syntax

zmthrdump [-h] [-i] [-t <timeout seconds>] [-p <pid file>] [-f <file>] [-o <out-file>]

Description

Short Name	Description
-h	Displays help messages
-i	Appends the timestamp to the LOGFILE before invoking SIGQUIT
-p	Returns the PID to send SIGQUIT. The default value can be found in zmmailboxd_java.pid
-f	Specifies the LOGFILE to save the thread dump output in. The default value is zmmailbox.out
-o	Specifies the output file of the thread dump. The default value is stdout
-t	Specifies the timeout value (in seconds) to exit if the process becomes unresponsive. The default value is 30 seconds.

zmtrainsa

This command is used to train the anti-spam filter. This command is run automatically every night to train the SpamAssasin filter from messages users mark as "junk" "not junk" from their mailbox. See "Anti-Spam Training Filters" on page 43.

The zmtrainsa command can be run manually to forward any folder from any mailbox to the spam training mailboxes. If you do not enter a folder name when you manually run zmtrainsa for an account, for spam, the default folder is Junk. For ham, the default folder is Inbox.

Syntax

zmtrainsa <user> spam|ham [folder]

zmtzupdate

This command is used to update time zone changes in existing appointments for specific users or all users. A .ics rule file should first be created to run with this command. A rule file lists a series of rules to match a time zone and the replacement time zone definitions. More information about this command can be found at http://wiki.zimbra.com index.php?title=Changing_ZCS_Time_Zones

Syntax

zmtzupdate --rulefile <rule file> -a <"all" or list of specific email addresses> [--sync] [--after <date/time stamp>]

Description

Long Name	Short Name	Description
--account	**-a**	<arg> account email addresses separated by a white space. Use "all" for all accounts to be updated
--after		<arg> Appointments occurring after the specified date/time in this field are updated. The default cut off time is January 1st, 2008
--help	**-h**	Displays help information
--rulefile		Specifies the .ics XML file that should be used to update time zone definitions

Long Name	Short Name	Description
--server	**-s**	<arg> Specifies the mail server hostname. The default value is localhost
--sync		If specified, this option causes the zmtzupdate command to block till the server processes all requested accounts. The default value is no.

zmvolume

This command can be used to manage storage volumes from the CLI. Volumes can be easily managed from the administration console, Server, Volume tab.

Syntax

zmvolume {-a|-d|-l|-e|-dc|-sc} [options]

Description

Long Name	Short Name	Description
--add	**-a**	Adds a volume
--compress	**-c**	<**arg**> Compress BLOBs; “true” or “false”
--compressionThreshold	**-ct**	Compression threshold; default 4KB
--delete	**-d**	Deletes a volume
--displayCurrent	**-dc**	Displays the current volume
--edit	**-e**	Edits a volume
--help	**-h**	Shows the help for the usage options for this tool.
--id	**-id**	<**arg**> Volume ID
--list	**-l**	Lists volumes
--name	**-n**	<**arg**> Volume name
--path	**-p**	<**arg**> Root path
--server	**-s**	<**arg**> Mail server hostname. Default is localhost.
--setCurrent	**-sc**	Sets the current volume

Long Name	Short Name	Description
--type	**-t**	<**arg**> Volume type (primaryMessage, secondaryMessage, or index)
--turnOffSecondary	**-ts**	Turns off the current secondary message volume

zmzimletctl

This command is used to manage Zimlets and to list all zimlets on the server. See Chapter 11, Working with Zimlets. Most Zimlet deployment can be competed from the zimbra administration console.

Syntax

zmzimletctl {-l} {command} <zimlet.zip|config.xml|zimlet>Description

Long Name	Short Name	Description
deploy		<**zimlet.zip**> Creates the Zimlet entry in the LDAP server, installs the zimlet files on the Server, grants, access to the members of the default COS, and turns on the Zimlet
undeploy		<**zimlet**> Uninstall a zimlet from the zimbra server
install		<**zimlet.zip**> Installs the Zimlet files on the host
ldapDeploy		<**zimlet**> Adds the Zimlet entry to the LDAP
enable		<**zimlet**> Enables the Zimlet
disable		<**zimlet**> Disables the Zimlet
acl		<**zimlet**> <**cos1**> **{grant|deny} [**<**cos2**> **{grant|deny}...]** Sets the access control, grant|deny, to a COS
listAcls		<**zimlet**> Lists the ACLs for the Zimlets
listZimlets		View details about all Zimlets on the server
getConfigTemplate		<**zimlet.zip**> Extracts the configuration template from the Zimlet.zip file
configure		<**config.xml**>Installs the configuration

Long Name	Short Name	Description
listPriority		Shows the current Zimlet priorities (0 is high, 9 is low)
setPriority		<**zimlet**> Sets the Zimlet priority

zmproxyinit

This command is used to manage Zimbra proxy and should only be used when you have to make changes to Zimbra proxy after it has been installed. See Chapter 6, Working with Zimbra Proxy.

Syntax

./zmproxyinit [-h] [-o] [-m] [-w] [-d [-r] [-s] [-a w1:w2:w3:w4] [-i p1:p2:p3:p4] [-p p1:p2:p3:p4] [-x mailmode]] [-e [-a w1:w2:w3:w4] [-i p1:p2:p3:p4] [-p p1:p2:p3:p4] [-x mailmode]] [-f] -H hostname

Description

Short Name	Description
-h	Displays help messages
-H	Hostname of the server on which enable/disable proxy functionality
-a	Colon separated list of Web ports to use. Format: **HTTP-STORE:HTTP-PROXY:HTTPS-STORE:HTTPS-PROXY** (Ex: **8080:80:8443:443**)
-d	Disable proxy
-e	Enable proxy
-f	Full reset on memcached port and search queries and POP/IMAP throttling
-i	Colon separated list of IMAP ports to use. Format: **IMAP-STORE:IMAP-PROXY:IMAPS-STORE:IMAPS-PROXY** (Ex: **7143:143:7993:993**)
-m	Toggle mail proxy portions
-o	Override enabled checks
-p	Colon separated list of POP ports to use. Format: **POP-STORE:POP-PROXY:POPS-STORE:POPS-PROXY** (Ex: **7110:110:7995:995**)
-r	Run against a remote host. Note that this requires the server to be properly configured in the LDAP master

Short Name	Description
-s	Set Cleartext to FALSE (secure mode) on disable
-t	Disable reverse proxy lookup target for the store server. Only valid with -d. Make sure that you intend for all proxy functions for the server to be disabled.
-w	Toggle Web proxy portions
-x	zimbraMailMode to use on disable (Default is HTTP)

hostname is the value of the **zimbra_server_hostname** LC key for the server being modified.

Required options are -f by itself, or -f with -d or -e

Note that

- -d or -e require one or both of -m and -w.
- -i or -p require -m.
- -a requires -w.
- -x requires -w and -d for store.
- -x requires -w for proxy.

The following are the defaults for -a, -i, -p, and -x if they are not supplied as options.

-a default on enable: 8080:80:8443:443

-a default on disable: 80:0:443:0

-i default on enable: 7143:143:7993:993

-i default on disable: 143:7143:993:7993

-p default on enable: 7110:110:7995:995

-p default on disable: 110:7110:995:7995

-x default on store disable: http

-x default on proxy enable/disable: http

Appendix B ZCS Crontab Jobs

The crontab is used to schedule commands to be executed periodically on the Zimbra servers.

How to read the crontab

Each entry in a crontab file consists of six fields, specified in the following order

minute hour day month weekday command

The fields are separated by blank spaces or tabs.

Field	Description
• minute	0 through 59
• hour	0 through 23
• day of month	1 through 31
• month	1 through 12
• day of week	0 through 7 (0 or 7 is Sunday, 1 is Monday, etc., or use names)
• command	This is the complete sequence of commands to be executed for the job

When an asterisk (*) is displayed, it means all possible values for the field. For example, an asterisk in the hour time field would be equivalent to “every hour”

ZCS Cron Jobs

You can view the ZCS crontab by logging on as zimbra and typing **crontab -l**.

The following cron jobs are scheduled to run for ZCS

Log pruning

The log pruning deletes logs from **/opt/zimbra/log** that are over eight days old. The job runs at 2:30 a.m.

Status logging

zmstatuslog calls zmcontrol status and outputs it data into syslog.
This is primarily so that logger can read the data and keep the administration console status up-to-date. **zmdisklog** inserts the disk utilization of local disks into syslog so that logger can update the administration console.
Status logging job runs every 2 minutes and the disk log runs every 10 minutes.

Jobs for crontab.store

Log pruning

The log pruning deletes logs from **/opt/zimbra/mailboxd/logs** that are over eight days old. The job runs at 2:30 a.m.

Clean up the quarantine dir

Mail identified with a virus or spam are not dropped immediately, but are put in quarantine. Messages older than seven days are deleted at 1:00 a.m daily.

Table maintenance

The ANALYZE TABLE statement is run on all tables in the database to update the statistics for all indexes. This is done to make sure that the MySQL query optimizer picks the correct es when executing SQL statements. This script is run 1:30 a.m.on Sunday.

Report on any database inconsistencies

zmdbintegrityreport is run weekly to check the MySQL database for corruption and will notify the administrator if any corruption is found. When this is run, it may consume a significant amount of I/O. If you find that it is an issue, you may want to change the frequency with which **zmdbintegrityreport** is run by editing the ZCS crontab entry. This report runs at 11:00 p.m. Sundays.
Large sites may opt to disable this by setting **zmlocalconfig -e zmdbintegrityreport_disabled=TRUE**.
If you choose to disable this, it is recommended that the integrity report be run by hand during the normal maintenance windows and prior to running any ZCS upgrades.

Monitor for multiple mysqld tp prevent corruption

A script is executed to see if mysqld process is running to detect cases where corruption is likely to be caused. An email is generated if it finds more than 1 mysqld process running. The script runs every 5 minutes.

Jobs for crontab.logger

process logs

zmlogprocess takes the raw_data in the logger data and aggregates and summarizes data into mta, amavis, tables. It also prunes old data, optimizes the database tables and other maintenance tasks for logger db. The logger database data is updated every 10 minutes.

Graph generation

The graphs that display the server performance statistics are updated every 10 minutes.

Daily reports

When the logger package is installed, a daily mail report is automatically scheduled in the crontab. The report runs every morning at 1:10. and is sent to the administrator's email address.

Jobs for crontab.mta

Queue logging

The zmqueue report status via the syslog is reviewed. This is logger data. The status is updated every 10 minutes.

Spam training

The **zmtrainsa** script is enabled to feed mail that has been classified as spam or a non-spam to the SpamAssassin application. SpamAssassin learns what signs are likely to mean spam or ham. The job runs at 11:00 p.m.

Spam training cleanup

zmtrainsa empties the spam and ham mailboxes each day. The job runs at 11:45 p.m.

DSPAM cleanup

This job does not run at this time.

Spam Bayes auto-expiry

Spam bayes auto-expiry maintains the spam-assassin Bayes database. This keeps the database to manageable size ensuring spam processing remains as quick as possible. This runs every day at 11:20 p.m.

Clean up amavisd/tmp

This job is used to clean up the amavisd temp files. It runs at 5:15 a.m. and at 8:15 p.m.

Single Server Crontab -l Example

```
[zimbra@example ~]$ crontab -l
# ZIMBRASTART -- DO NOT EDIT ANYTHING BETWEEN THIS LINE AND ZIMBRAEND
#
# Log pruning
#
30 2 * * * find /opt/zimbra/log/ -type f -name \*.log\* -mtime +8 -exec rm {} \;                    >
/dev/null 2>&1
35 2 * * * find /opt/zimbra/log/ -type f -name \*.out.???????????? -mtime +8 -ex                   ec
rm {} \; > /dev/null 2>&1
#
# Status logging
#
*/2 * * * * /opt/zimbra/libexec/zmstatuslog
*/10 * * * * /opt/zimbra/libexec/zmdisklog
#
# Backups
#
# BACKUP BEGIN
0 1 * * 6 /opt/zimbra/bin/zmbackup -f   -a all
0 1 * * 0-5 /opt/zimbra/bin/zmbackup -i
0 0 * * * /opt/zimbra/bin/zmbackup -del 1m
# BACKUP END
#
# crontab.ldap
#
#
#
# crontab.store
#
# Log pruning
#
30 2 * * * find /opt/zimbra/mailboxd/logs/ -type f -name \*log\* -mtime +8 -exec                    rm
{} \; > /dev/null 2>&1
30 2 * * * find /opt/zimbra/log/ -type f -name stacktrace.\* -mtime +8 -exec rm                    {}
\; > /dev/null 2>&1
#
# Table maintenance
#
30 1 * * 7 /opt/zimbra/libexec/zmmaintaintables >> /dev/null 2>&1
#
# # Report on any database inconsistencies
#
0 23 * * 7 /opt/zimbra/libexec/zmdbintegrityreport -m
#
# Monitor for multiple mysqld to prevent corruption
#
*/5 * * * * /opt/zimbra/libexec/zmcheckduplicatemysqld -e > /dev/null 2>&1
#
# crontab.logger
#
# process logs
#
00,10,20,30,40,50 * * * * /opt/zimbra/libexec/zmlogprocess > /tmp/logprocess.out
2>&1
#
# Graph generation
#
10 * * * * /opt/zimbra/libexec/zmgengraphs >> /tmp/gengraphs.out 2>&1
```

```
#
# Daily reports
#
10 1 * * * /opt/zimbra/libexec/zmdailyreport -m
#
#
crontab.mta
#
#
# Queue logging
#
0,10,20,30,40,50 * * * * /opt/zimbra/libexec/zmqueuelog
#
# Spam training
#
0 23 * * * /opt/zimbra/bin/zmtrainsa >> /opt/zimbra/log/spamtrain.log 2>&1
#
# Spam training cleanup
#
45 23 * * * /opt/zimbra/bin/zmtrainsa --cleanup >> /opt/zimbra/log/spamtrain.log
2>&1
#
# Dspam cleanup
#
0 1 * * * [ -d /opt/zimbra/data/dspam/data/z/i/zimbra/zimbra.sig ] && find /opt/
zimbra/dspam/var/dspam/data/z/i/zimbra/zimbra.sig/ -type f -name \*sig -mtime +7                    -
exec rm {} \; > /dev/null 2>&1
8 4 * * * [ -f /opt/zimbra/data/dspam/system.log ] && /opt/zimbra/dspam/bin/dspa
m_logrotate -a 60 -l /opt/zimbra/data/dspam/system.log
8 8 * * * [ -f /opt/zimbra/data/dspam/data/z/i/zimbra/zimbra.log ] && /opt/zimbra                    a/
dspam/bin/dspam_logrotate -a 60 -l /opt/zimbra/data/dspam/data/z/i/zimbra/zimb
ra.log
#
# Spam Bayes auto-expiry
#
20 23 * * * /opt/zimbra/libexec/sa-learn -p /opt/zimbra/conf/salocal.cf --dbpath                    /
opt/zimbra/data/amavisd/.spamassassin --siteconfigpath /opt/zimbra/conf/spamas
sassin --force-expire --sync > /dev/null 2>&1
#
# Clean up amavisd/tmp
#
15 5,20 * * * find /opt/zimbra/data/amavisd/tmp -maxdepth 1 -type d -name 'amavi                   s-
*' -mtime +1 -exec rm -rf {} \; > /dev/null 2>&1
#
# Clean up the quarantine dir
#
0 1 * * * find /opt/zimbra/data/amavisd/quarantine -type f -mtime +7 -exec rm -f                    {}
\; > /dev/null 2>&1

# ZIMBRAEND -- DO NOT EDIT ANYTHING BETWEEN THIS LINE AND ZIMBRASTART
[zimbra@example ~]$
```

Appendix D Glossary

The Glossary lists terms and acronyms used in this document, and includes both industry terms and application-specific terms. If a general industry concept or practice has been implemented in a specific way within the product, that is noted as well.

A record

A (Address) records map the hostname to the numeric IP address. For zimbra, the A record is the IP address for the zimbra server.

Account Policy

Class of Service as exposed in Zimbra administration console.

AD

Microsoft Active Directory Server. Used in Zimbra as an optional choice for authentication and GAL, along with OpenLDAP for all other Zimbra functions.

Alias

An “also known as” email address, which should be routed to a user at a different email address.

Attribute

Contains object-related data for directory server entries. Attributes store information such as a server host name or email forwarding address.

Authentication

Process by which user-supplied login information is used to validate that user’s authority to enter a system.

Blacklist

Anti-spam term, indicates a known bad IP address. This could be one that has been hijacked by spammers, or also one from a poorly maintained but legitimate site that allows mail relaying from unauthorized parties.

BLOB

Binary Large Object.

Class of Service (COS)

Describes an object in the Zimbra LDAP data schema, which contains settings for things like user mail quotas. Each Zimbra account includes a COS, and the account inherits all the settings from the selected COS.

CLI

Command-Line Interface. Used to refer to the collective set of Zimbra command-line tools, such as **zmprov**.

Cluster

A type of network configuration for high availability, using clusters of servers (nodes). If one server fails or drops off the network, a spare takes over.

Contacts

Within Zimbra, Contacts are a user-interface feature listing that user's personal collection of address and contact information.

Conversation

Within Zimbra, Conversations are a user-interface feature that presents email threads (emails sharing the same subject line) as a single Conversation listing. Users can expand the Conversation to view all emails within it.

DHTML

Dynamic HTML. A technology employed in the Zimbra Web Client.

DNS

Domain Name System is an Internet directory service. DNS is how domain names are translated into IP addresses and DNS also controls email delivery. Correctly configured DNS is required for Postfix to route messages to remote destinations

Edge MTA

Generic term used to refer to any mail transfer agent that is the first line of defense in handling incoming email traffic. Functions that may occur on the Edge MTA include spam filtering.

Entry

An item in the directory server, such as an account or mail host.

Failover

Takeover process where a spare server machine detects that a main server is unavailable, and the spare takes over processing for that server.

FQDN

Fully qualified domain name. The hostname and the path to the host. For example, www.Zimbra.com is a fully qualified domain name. www is the host, Zimbra is the second-level domain, and .com is the top level domain.

GAL

Global Address List, the Outlook version of a company directory. Lists contact information, including email addresses, for all employees within an organization.

Global Configuration

A Zimbra object containing default settings for servers and Class of Service.

High Availability

Abbreviated as HA, high availability refers to the availability of resources in a computer system in the wake of component failures in the system.

HTTP

HyperText Transfer Protocol, used along with SOAP for UI integration.

IMAP

Internet Message Access Protocol is a method of accessing mail from a remote message store as if the users were local.

Store

Within Zimbra, a directory area that stores all the indexing information for mail messages on a particular mailbox server.

Indexing

The process of parsing incoming email messages for search words.

Java

Java is an industry standard object-oriented programming language. Used for the core Zimbra application server.

JavaScript

Scripting largely developed by Netscape that can interact with HTML source code. Technology used in the Zimbra Web Client.

LDAP

Lightweight Directory Access Protocol, an industry standard protocol used for authentication.

Zimbra administration console

The Zimbra administrator interface.

Zimbra Web Client

The Zimbra end-user interface.

LMTP

Local Mail Transfer Protocol, used for transferring messages from Postfix MTA to the Zimbra server for final delivery.

Mailbox Server

Alternative term for Zimbra server.

MAPI

Messaging Application Programming Interface. A system built into Microsoft Windows to enable different email applications to work together.

Message Store

Within Zimbra, a directory area that stores the mail messages on a particular mailbox server.

MDA

Mail Delivery Agent, sometimes known as a mail host. The Zimbra server functions as an MDA.

Metadata

Data that describes other data, rather than actual content. Within Zimbra, metadata consists of user folders, threads, message titles and tags, and pointers.

MIME

Multipurpose Internet Mail Extensions, a specification for formatting non-ASCII Internet message content such as image files. Format used to store messages in Message Store.

MTA

Message Transfer Agent. MTA is a program that delivers mail and transports it between machines. A Zimbra deployment assumes both the Postfix MTA and an edge MTA.

MX Record

Mail eXchange. An MX record is an entry in a domain name database that identifies the mail server that is responsible for handling emails for that domain name. The email system relies on DNS MX records to transmit emails between domains. When mail is processed, the MX record is checked before the A record for the destination address.

OOTO

Common shorthand for "out of the office", used when sending vacation messages.

Open Source

Refers to software created by groups of users for non-commercial distribution, where source code is published rather than proprietary.

OS

Operating system, such as Linux, UNIX, or Microsoft Windows.

POP

Post Office Protocol is used to retrieve email from a remote server over TCP/IP and save it to the local computer.

Provisioning

The process of creating accounts or other data, usually in batch or automated fashion.

RBH

Real-time black hole. Usually refers to web sites that, as a public service, provide lists of known bad IP addresses from which mail should be blocked, because the

servers are either known to be spammers, or are unsecured and exploited by spammers.

Redo Logs

Detailed transaction log for the Zimbra server, used for replay and replication.

SAN

Storage Array Network. A high-availability data storage area.

Schema

Describes the data structures in use for by directory services at a particular organizational site.

SMTP

Simple Mail Transfer Protocol. Used in Zimbra deployments between the Edge MTA and the Postfix MTA.

SNMP

Simple Network Monitoring Protocol. Used by monitoring software to pick up critical errors from system logs.

SOAP

Simple Object Access Protocol, an XML-based messaging protocol used for sending requests for Web services. The Zimbra servers use SOAP for receiving and processing requests, which can come from Zimbra command-line tools or Zimbra user interfaces.

Spam

Unsolicited commercial email. Spammers refer to their output as “bulk business email”.

SQL

Structured Query Language, used to look up messages in the Message Store.

SSL

Secure Sockets Layer.

Tags

A Zimbra Web Client feature. Users can define tags and apply them to mail messages for searching.

TCO

Total Cost of Ownership. Zimbra reduces total cost of ownership (TCO) by reducing requirements for server hardware, OS licensing fees, supporting application license fees, disk storage requirements, and personnel (IT, help desk, consulting).

TLS

Transport Layer Security.

UCE

Unsolicited commercial email, also known as spam.

Virtual Alias

A type of mail alias recognized in the Postfix MTA.

Whitelist

Anti-spam term for a known good mail or IP address. Mail coming from such an address may be "automatically trusted".

XML

eXtended Markup Language.

Index

D

E

F

G

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I

K

L

M

N

O

P

Q

R

S

T

U

V

W

Y

Z