

INTRODUCTION

1.1 What is Carbonio?

Carbonio is a comprehensive digital workplace platform designed to empower organisations with digital sovereignty through a *secure, scalable, and fully managed* on-premises solution. It provides a rich suite of collaborative tools, seamlessly combining enterprise-grade email, contacts, and calendars with modern collaboration features such as real-time chat, video meetings, and document editing, representing a reliable solution for enterprise business communication.

Built on an open-core architecture, Carbonio offers complete control over data and infrastructure, enhanced security, and smooth integration with existing systems. Its enterprise-ready features, including *robust backup, archiving, legal-hold* capabilities, and tools for *regulatory compliance*, ensure effective data management and sovereignty.

By leveraging the dynamic Carbonio Mesh technology, administrators can easily adapt the platform to meet both user and organisational needs, while also enabling horizontal and vertical scaling to accommodate growing resource demands. High availability and disaster recovery are ensured through full redundancy, complemented by robust security features including SAML and two-factor authentication (2FA).

Carbonio's user-friendly interface and comprehensive administration dashboard simplify management and facilitate deployment in both public cloud and private data center environments.

1.2 Browser Compatibility

All Carbonio features are accessible from a browser: the supported browser are listed in [Table 1.1](#).

Table 1.1: List of supported browsers

| Browser | Version | OS | Supported |
|---------------------------|---------------|-------------------|-----------|
| Google Chrome | Latest stable | Windows/Linux/OSX | ✔ Yes |
| Mozilla Firefox | Latest stable | Windows/Linux/OSX | ✔ Yes |
| Mozilla Firefox ESR | Latest stable | Windows/Linux/OSX | ✔ Yes |
| Microsoft Edge (Chromium) | Latest stable | Windows | ✔ Yes |
| Safari | Latest stable | OSX | ✔ Yes |

1.3 Available Languages

Carbonio's main language is English; the Web GUI is available in these languages

Officially included languages

| Language | code |
|---------------------------|------|
| English | en |
| French | fr |
| Hindi | hi |
| Indonesian | id |
| Italian | it |
| Brazilian Portuguese (BR) | pt |
| Russian | ru |
| Spanish | es |
| Thai | th |

Community supported languages

| Language | code |
|------------|------|
| Dutch | nl |
| German | de |
| Hungarian | hu |
| Japanese | ja |
| Kyrgyz | ky |
| Polish | pl |
| Slovenian | sl |
| Turkish | tr |
| Vietnamese | vi |

Note: Currently, the Kyrgyz language is not yet manageable from the Carbonio Admin Panel, but Administrators can set it from CLI: in this case, the corresponding field in the Carbonio Admin Panel will be shown as empty. Users can select it autonomously from **General Settings**.

1.3.1 Setting Languages From CLI

To change the languages from the CLI, you can issue the following commands as the `zextras` user.

- For a user

```
zextras$ carbonio prov ma alice@example.com zimbraPrefLocale ky
```

- For a COS

```
zextras$ carbonio prov mc KyrgyzTeam zimbraPrefLocale ky
```

To retrieve the current language settings for a user or cos, execute

- For a user

```
zextras$ carbonio prov ga alice@example.com zimbraPrefLocale
```

- For a COS

```
zextras$ carbonio prov gc KyrgyzTeam zimbraPrefLocale
```

1.3.2 Volunteer Translators

Zextras makes available an online translation platform to qualified individuals wishing to help the translation process.

Translation in languages that are not currently supported is encouraged, albeit we cannot guarantee any estimate upon the official inclusion in the product.

Please contact translators@zextras.com for any information on the topic or to volunteer as a translator.

1.4 Seeking Help on Carbonio

Besides this documentation, Zextras makes available the following online resources:

Community Zextras Community is a collection of articles, guidelines, howtos, and other useful material about Zextras products, including Carbonio, whose dedicated section is <https://community.zextras.com/zextras-carbonio/>

Official Discussion Forum The [Official Forum](#) is the place where the community members interact, search for useful resources, provide own feedback, share their experiences, or comment articles. Carbonio has its own <https://community.zextras.com/forum/carbonio-general-thread/> section

Open a Ticket If you are a Carbonio customer you can open a support ticket on Zextras support portal, located at <https://support.zextras.com/>. To allow a quicker response from our support team, make sure to include in your ticket all relevant information related to your problem, as described here: [How to report an issue](#)