IceWarp Unified Communications

IceWarp Server

Windows Installation Guide

Version 11.4

Contents

IceWarp Server – Windows Installation Guide

This guide describes IceWarp Server installation, necessary pre-requisites, license registration, database selection, etc.

Pre-requisites

Installation on Windows 2008, Windows 2012 or Windows Vista, Windows 7, Windows 8

- When installing IceWarp Server on Windows Server 2008 (or Windows 2012) operating system (and also on Windows Vista, W 7 and 8), to install IceWarp Server properly, you must be the administrator of the system and not only a member of the administrative group.

- The same for launching the Administration GUI – you must be the Administrator or have to run the **config.exe** executable "***As an Administrator***".

Setup Installer and Database

To install IceWarp Server you will need to have the following on hand:

- Full setup package from the IceWarp ***website*** http://www.icewarp.com or one of partner's sites.

- An idea of the number of accounts you will have on your server. IceWarp Server comes supplied with SQLite as its database engine. If you expect to have more than 500 accounts on your system, you should seriously consider moving to a more robust database engine, such as MS SQL Server or MySQL. All IceWarp Server's databases (Accounts, AntiSpam, GroupWare, etc.) will be stored on this server.

- If you choose to use an external database engine, it should be installed and ready and you should have user/password credentials.

Free Disk Space

- At least 500 MB of free hard disk space in order to install the software. You will need much more for e-mail data, temporary files, databases, but these can be afterwards set to external locations if desired.

Windows Firewall Bypass

There is no need to set a bypass manually – IceWarp Server adds itself to the Windows firewall bypass list automatically. Upon each setup the firewall is bypassed for ALL required modules.

This applies for Windows XP, Windows Vista, Windows 7, Windows 8 and Windows Server 2008 and 2012.

Launch Installer Wizard

The installation package comes as an all-in-one executable installer wizard, signed with application certificate.

Launch the executable by double-clicking the downloaded file, verify the certificate (click the *IceWarp Limited* link), if prompted, click *Yes* or *Trust* to continue.
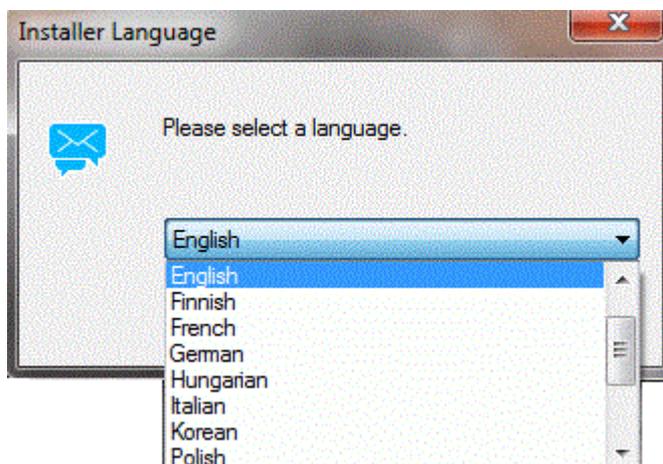
If you are unsure about validity of the certificate you were presented with, click *Cancel* to stop the installation.

Otherwise, click the *Run* button.
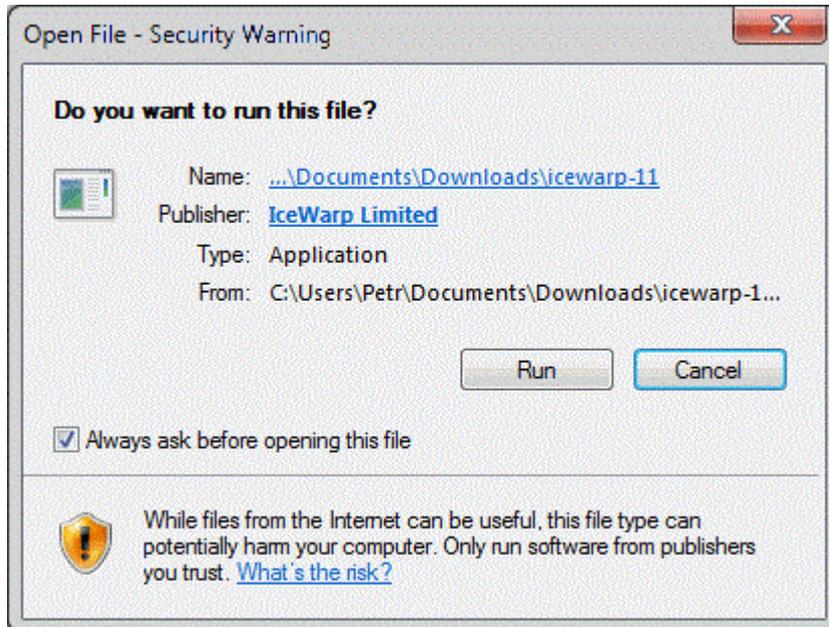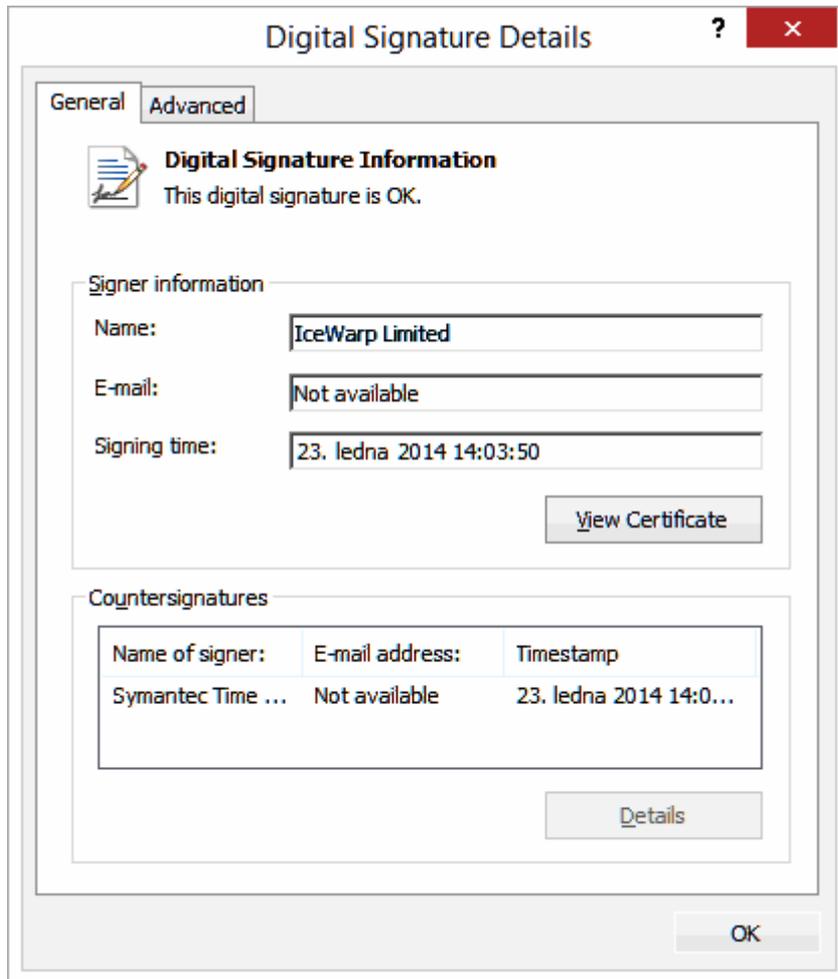
Select Language


You will be asked which language you want to use for the installation. IceWarp Server is available in numerous languages and more are always being added. Choose the language you want from the drop-down list and press **OK**.

NOTE: If trying to install an older server version or reinstall the 64-bit version with 32-bit one, you may face (and you probably will) the appropriate warning.

Welcome Screen
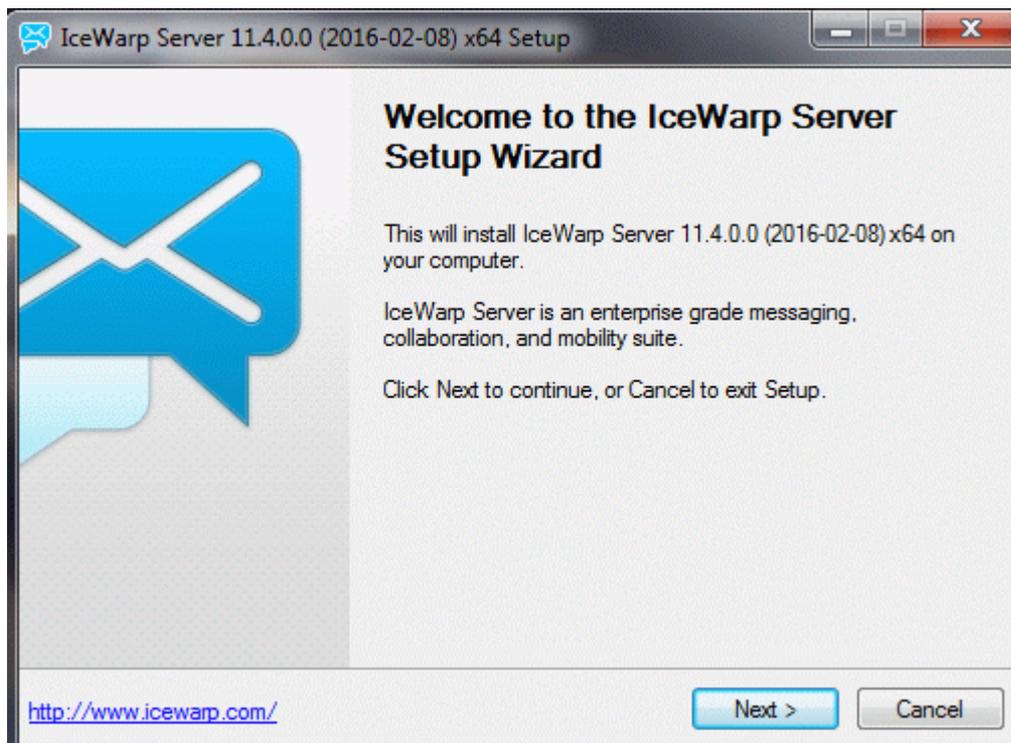
The **Welcome** screen is displayed.

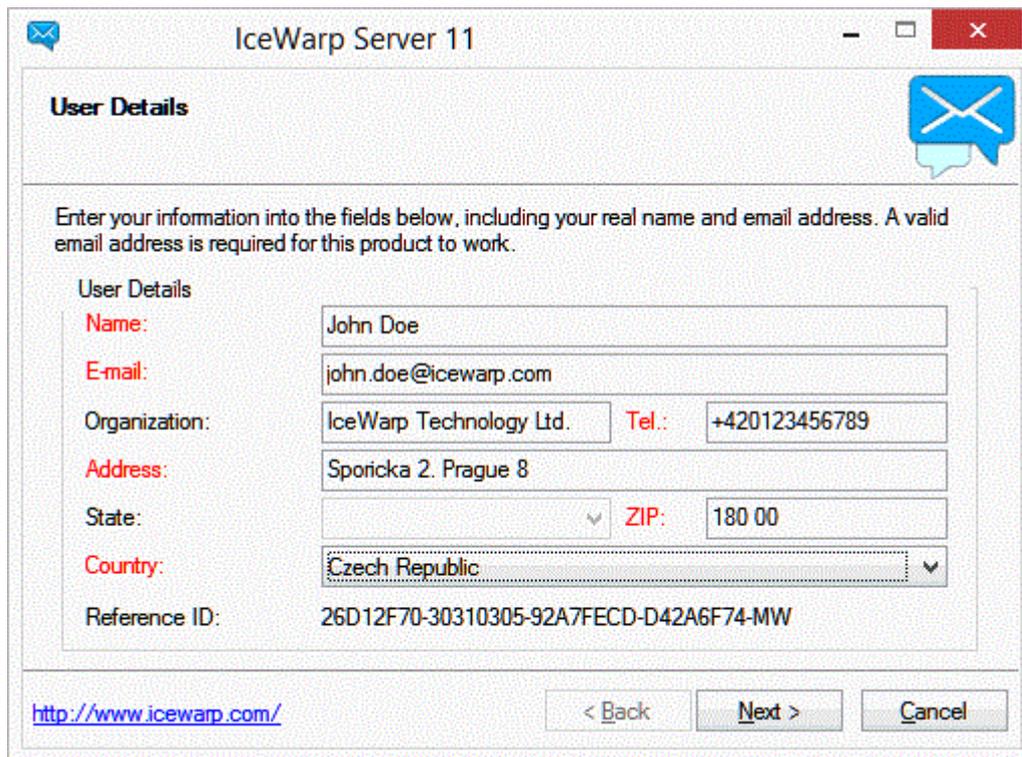Click **Next** to continue.

License Agreement

The **License Agreement** dialog is displayed.

Check the box to confirm your agreement with the license conditions.

Click *Yes* to continue.

Your Details

Enter your valid registration details, they are kept completely private and used solely to better service you as a customer.

Note the **Reference ID** string displayed at the bottom – this is a unique identifier of your computer, useful when:

- requesting a trial license

- registering manually by Activate License - Enter license offline

- getting a new license for offline activation when migrating to another server hardware

You can select **Reference ID** using the mouse and copy it to the clipboard.

Click **Next** to continue.

Upgrade Installation

If your current license is expired and you are performing an installation over an existing version of IceWarp Server, you will be presented with this screen informing you that **Upgrade Setup** will be performed.
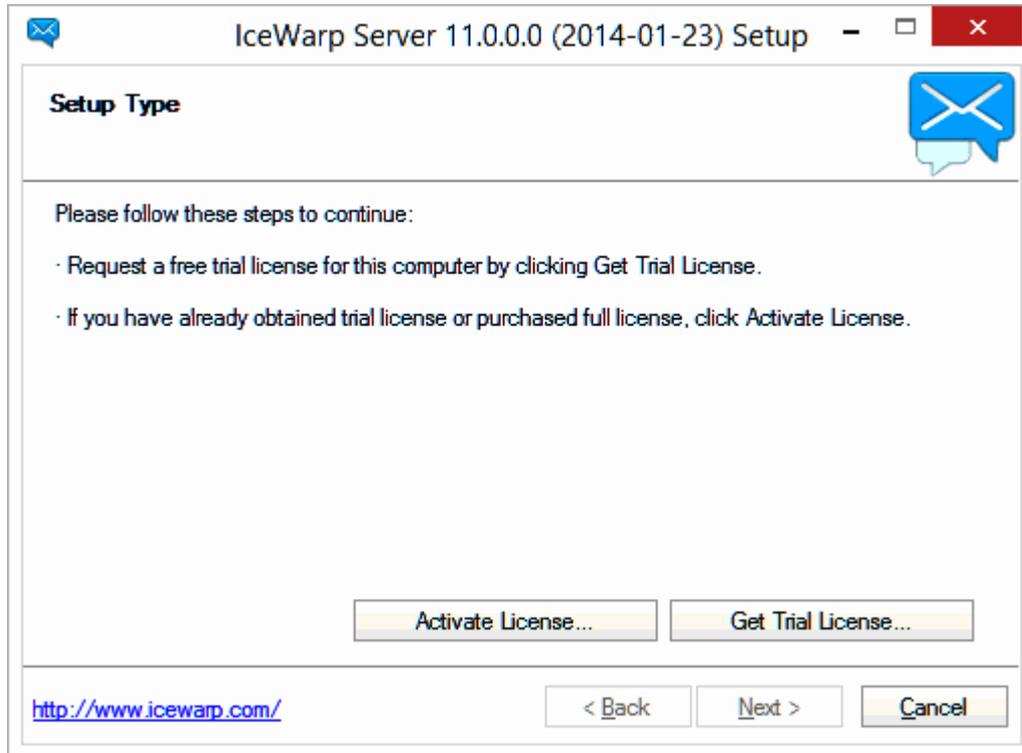
If the *Next* button is disabled, your existing license is not eligible for this upgrade, or you need to acquire an evaluation license extension. See **License Registration**.

When done, click *Next* to continue and proceed to the *Component and Shortcut Selection* page.

IceWarp Server – Upgrade to 64-bit Version – MSSQL

In the case you have obtained the **ODBC Warning**, follow these steps:

1. Navigate to the **Windows/SysWOW64** folder, run **odbcad32.exe** and check your current *System DSN* settings.

2. Navigate to the **Windows/System32** folder, run **odbcad32.exe** and set up exactly the same *System DSN* as found out in the previous step.

3. Continue the upgrade process.

4. Use the **IceWarp Server Administration Console** (*Database Settings – Test Connection* buttons) to test connections to all the databases (*Accounts, GroupWare, AntiSpam*).

5. Log into **IceWarp WebClient** to see whether everything works correctly. Check *Contacts* (GroupWare) and *Blacklist & Whitelist* (AntiSpam) functionality.

IceWarp Server – Upgrade to 64-bit Version – MySQL

In the case you have obtained the **MySQL Warning**, follow these steps:

1. Copy the *64-bit libmysql.dll* library to the **Windows** folder.

2. Make sure there IS NOT the *32-bit libmysql.dll* library in the **Windows/System32** folder.

3. Make sure there IS the *32-bit libmysql.dll* library in the **Windows/SysWOW64** folder.

4. Continue the upgrade process.

5. Use the **IceWarp Server Administration Console** (*Database Settings – Test Connection* buttons) to test connections to all the databases (***Accounts, GroupWare, AntiSpam***).

6. If you use **MySQL** also for **IceWarp WebClient** cache and you are not able to log into IceWarp WebClient, copy the ***32-bit libmysql.dll*** library also to the **IceWarp/PHP** folder.

For more information and library download, refer to the IceWarp Support page: **http://esupport.icewarp.com/64bit-upgrade/**.

License Registration

Wintin the **Setup Type** dialog (similar to one shown in the **Upgrade Installation** chapter), click the *Update License* button to get an updated license from the on-line purchase system. It will open the browser on the secure web page, attempt to load your current license and offer the available upgrade options.

In case of a new installation, instead of *Update License* button you will see the ***Get Trial License*** button which will automatically retrieve a 30 day, 200 user, feature unlimited evaluation license and activate it in one step, and a confirmation containing your license.xml file for off-line activation will be e-mailed to you.

> *Free trial can be used only once. If you will need to extend it, or add more user seats, please contact* ***sales@icewarp.com****.*

Online Activation

Enter the ***Order ID*** you received with the updated license. Note any errors displayed. If you are unable to activate the license on-line due to firewall restricting access to port 80, or the server is not able to access the Internet, use the off-line activation as follows.

Enter License Offline

Within the **License** dialog (see the **Online Activation** chapter), switch to the **Enter License Offline** tab, click the *Enter License File* button, and navigate to the **license.xml** file you have previously obtained from *http://www.icewarp.com/purchase/maintenance/ – Online License Retrieval* option, or received as attachment to the confirmation e-mail upon completion of your order or trial registration.

> *NOTE: For the off-line activation, it is crucial to have a license issued for the exact computer hardware where it is to be installed. If you are getting **Reference ID Mismatch** error, go back to the website – **Purchase – License Maintenance** and use the **Online License Retrieval** option with your **Order ID** and the **Reference ID** displayed on the previous screen.*

Successful registration is confirmed by the **Information** dialog.
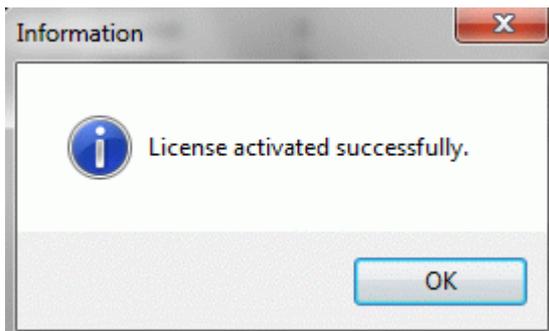
Click *Next* to continue.

Components and Shortcuts Selection
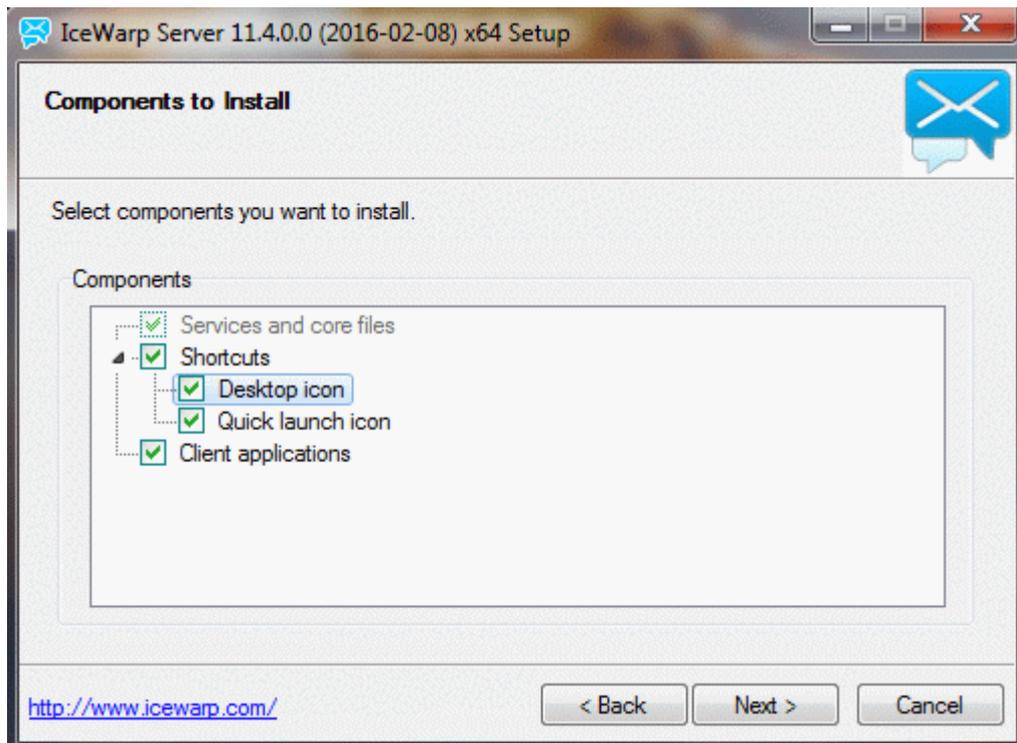
Now, you can select which components and icons you wish to install and create.

Make your choices and click **Next** to continue.

Installation Directory
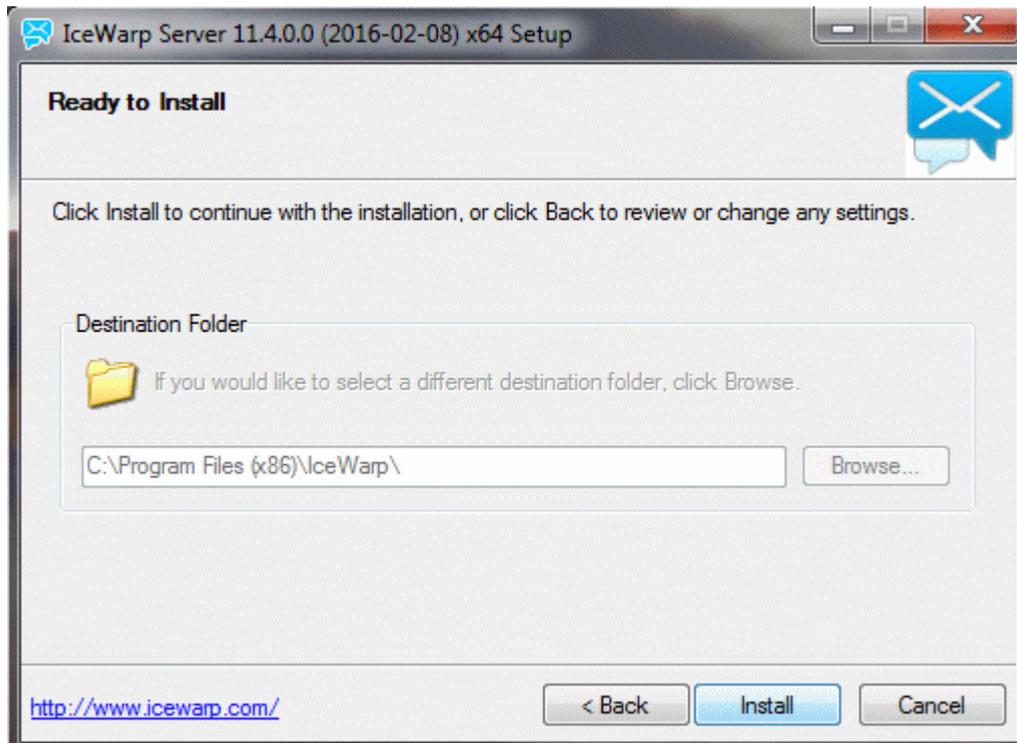
Select the installation directory for IceWarp Server. Needed subdirectories will be created during installation.

Ensure that the disk that you want to select has enough space to store all data.

Press the **Browse** button to open a standard directory browse dialog.

Press the **Install** button when you are happy with your selection.

⚠️   BE AWARE: Do not change the destination directory when upgrading.

Installation Progress and Completion

An installation progress dialog will be displayed.

Installation may take a few minutes depending. The installer will attempt to stop and afterwards restart services being upgraded.

In case of error messages informing that a file cannot be overwritten because it is in use or cannot be accessed, close the application manually, or use *Ctrl+Alt+Del* to invoke the **Task Manager** and shut down the running service. Then click *Repeat* to continue the installation.

When the installation is complete the following screen is shown.
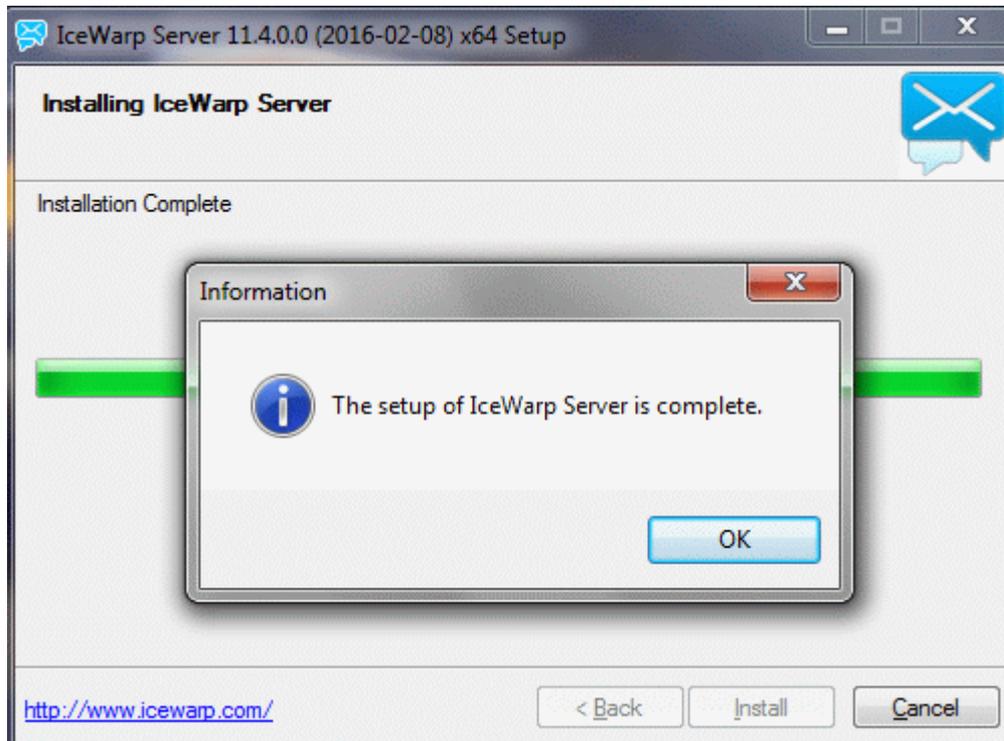
Here you can choose the *Open Start Menu Folder* option, to access the **WebAdmin** and **WebClient** interfaces directly, run the **DNS Tool** utility to help you verify your MX/A DNS records for your domain name, or read accompanying **Help** documentation.

When the *Open What's New PDF* box is ticked, this document opens – it includes information about new server features.

Select the actions you require and click *Finish*.

Congratulations, you have successfully installed or upgraded the IceWarp Server!

Database Selection

From version 11.1 IceWarp Server is installed by default with the SQLite database. This database is suitable for systems with less than 500 users. In this case, no further configuration is required. If you do not require an external database simply use SQLite.

If you suppose/intend to have more than 500 users, you are advised to use a more robust database – e. g. MS SQL or MySQL. This is to be changed after installation – use the IceWarp Server Console.

> *TIP: By default, the file system for account storage and a single SQLite database for other data stores are created. You can then create separate databases as a post-installation task and select a more powerful database engine as needed. The advantage is that you can create separate databases for each data store, which is more secure and allows for easier backup.*
>
> ***Post-install****:*
>
> *1. Configure the databases as outlined in the **Database Installation** section further.*
>
> *2. In **System – Storage – Accounts**, select Database. If you already have existing accounts on the server, click the **Convert to DB** button.*
>
> *3. If you already have GroupWare or Anti-Spam data that you need to retain, use **System – Tools – Database Migration** to move the respective database from SQLite to the new database created in step #1.*
>
> *4. Use the **Anti-Spam – General – DB Settings** button to change the default Anti-Spam database.*
>
> *5. Use the **GroupWare – General – DB Settings** button to change the default GroupWare database.*

See the **console F1 help – Shared Topics – Database Settings** chapter for more information.

> *NOTE: If you are using either of the Windows XP x64 Edition or Windows Server 2003 R2 x64 operating systems then you may experience difficulties "seeing" any ODBC connection you set up. If you are experiencing problems then you should use the ODBC Data Source Administrator application located at <system root directory>\SysWOW64\odbcad32.exe and this should allow you to manage your ODBC connections.*

Supported Databases

IceWarp Server always supports only official/stable releases of database engines:

- ships with SQLite3 3.7.9 native support

- supports MySQL 5.x via native driver (versions 5.5+ are reommended)

- supports Firebird 2.1 via native driver

- supports MS SQL 2000/2005/2008/2012, Oracle 11, (using ODBC or unixODBC check version support with ODBC driver vendor)

IceWarp recommends using MySQL, Microsoft SQL or Oracle for large installations as these are more robust and capable of handling the increased traffic.

Collation and Charset

All MySQL databases must be in UTF-8 character set and UTF-8 collation – "utf8_general_ci". Otherwise it could cause several issues (problems with logging in to WebClient, some messages not displayed or displayed incorrectly, etc.) This relates to MySQL server only: default SQLite is using it by default, MS SQL can't use UTF-8. Use the statement:

CREATE DATABASE `accounts` DEFAULT CHARACTER SET utf8 COLLATE utf8_general_ci;

Database Installation

- Once the database software is installed, you need to create the following databases for use with IceWarp Server. (You can name these whatever you would like):

    - **Accounts** – this DB would contain all of the domains and accounts for the system.

    - **AntiSpam** – this one would hold all of the spam data for whitelisting, blacklisting, spam reports, and other anti-spam related items.

    - **GroupWare** – this one will hold all Contacts, Calendars, Files, Notes, Tasks and Journal information along with any shared data or public folders created.

- Database Connectivity – You can choose to use a native driver if the vendor supports this or an ODBC connection:

    - MySQL (native driver)

        * Open **/php/php.ini** in IceWarp installation folder, copy the ***extension=php_pdo_mysql.dll*** line, create the **php.user.ini** file (within the same directory), insert the line into it and ***uncomment*** it. Now, it is not overwritten during upgrades. Within the **php.ini** file body, leave this line commented, but copy it, insert it into the ***[IceWarp]*** section at the end, uncomment it (only) here and save the file.

        * Copy **mysql/bin/libmysql.dll** to **/windows/system32** folder (x86 systems), or to **/windows/syswow64** folder (x64 systems); when using 64bit database version, obtain the 32bit version of the **libmysql.dll** driver from mysql.com.

    - MS SQL (ODBC driver) or MySQL (ODBC driver); (the later one is not recommended)

        * Create the System DSN in **Control Panel – Administrative Tools – Data Sources (ODBC) – System DSN – Add**.

        * If using a 64bit server and a 32bit database version, you will need to use the 32bit ODBC manager located in **%systemdrive%\Windows\SysWoW64\Odbcad32.exe**

With the few small requirements met you are now ready to connect IceWarp to the shared storage and databases and complete the setup.

- Database Connections – You will need to attach IceWarp to the created databases. To do this use the [DB Settings] tab for the items listed below:

    - Accounts – Open the console and go to **System – Storage – Accounts** and click *DB Settings* to specify the connection information and then test the connection, if it passes, press *Create Tables*. If there are no errors during table creation, proceed to the next database.

    - Groupware – Open the console and go to **Groupware – General** and click *DB Settings* to specify the connection information and then test the connection, if it passes, press *Create Tables*. If there are no errors during table creation, proceed to the next database.

    - AntiSpam – Open the console and go to **Anti-Spam – General** and click *DB Settings* to specify the connection information and then test the connection, if it passes, press *Create Tables*.

    - Errors – Check **Status – Logs – Error** whether there are any problems with the database setup.