

Caldera Volution Messaging Server

Getting Started Guide

Caldera Volution Messaging Server: Getting Started Guide

by Caldera International, Inc.

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Preface

This book introduces the Caldera Volution™ Messaging Server (hereafter "Messaging Server"), a highly reliable, scalable messaging server that runs on the Caldera® OpenLinux® and Open UNIX® 8 platforms. This book is intended primarily for Messaging Server administrators, as well others who install and maintain Messaging Server software.

About Messaging Server Documentation

This *Getting Started Guide* provides instructions and guidelines on basic installation and graphical administration procedures, intended to facilitate deployment of a standard Messaging Server system. It describes:

- Caldera Volution Messaging Server features, architecture, and licensing.
- Messaging Server planning and installation procedures.
- instructions how to manage mail server functionality.
- procedures for mail client user administration.

The Messaging Server documentation set also includes:

Administrator's Guide

Complete presentation of graphical and command line interfaces, advanced configuration and administration guidelines, and detailed background information. These are also available online using DocView when the product is installed, and in HTML and PDF formats on distribution media. Selected topics are also presented in Help screens from the **Server Manager** administrative interface.

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Client User's Guide

Detailed instructions on mail client configuration and user preferences, intended to be viewed principally from Help screens in the client **Preferences Manager**. These are also available for administrators online using DocView when the product is installed, and in HTML and PDF formats on distribution media.

Manual pages

Detailed reference information is provided for:

- file formats (Section 5)
- command line utilities and Application Programming Interface (API -- Section 8)

Manual pages are available using the standard **man(1)** command and from DocView.

component documentation

Documentation included with the principal open source components is accessible from the Messaging Server page in DocView:

- Postfix (Message Transfer Agent)
- Cyrus (POP/IMAP server and message store)
- OpenLDAP™ (directory server)
- Horde (PHP framework for web-based applications, including webmail)
- IMP (Internet Messaging Program, webmail client)

These entries are also available if you enable DocView to provide access to all RPM documentation. See the DocView documentation for more information.

Note: Consult the *Administrator's Guide* before using this documentation to modify component configuration; some component configuration values are set by the Messaging Server and must not be altered.

The latest news about Messaging Server features and product enhancements are provided in regularly updated *Late News* and *FAQ* (Frequently Asked Questions) documents. They are available on the web and are free to all customers at:

<http://www.caldera.com/support/docs/volution/msg/>

Viewing OpenLinux Documentation

DocView is a documentation server for Caldera OpenLinux. It provides unified access to most of the documentation packages installed on your system, including Messaging Server documentation, the *OpenLinux System Administration Guide*, manual pages, links to OpenLinux Help, FAQs, HOWTOs, the Caldera Support Knowledge Base, Caldera Education site, and much more.

DocView is configured by default as a Messaging Server system service. To access DocView and learn more about its features, point your browser at:

http://system_name:8457/

where *system_name* is the host name of your Messaging Server system.

If you are running the Messaging Server on an Open UNIX 8 system, you should also consult the *Linux® Kernel Personality for Open UNIX 8* documentation set, available using the help system on Open UNIX 8 platforms.

Technical Support

The Messaging Server product can be purchased with one of the following technical support options included:

- 60-day email installation and configuration support, including installation of the Messaging Server software and configuration for users of the local intranet only.
- Six-month unlimited email and telephone support, including three technical contacts and the configuration of anti-spam, anti-virus, networking connections, and connections to an ISP.

Products purchased with the bundled support options have a Support Validation Code Card included in the product box explaining the type of technical support service and contact information. Please refer to this card for more detailed information.

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In addition, Caldera International offers a wide variety of service options. For more information on Caldera's service offerings, see the <http://www.caldera.com/support> web page, contact your local Caldera sales representative, or:

In the United States and Canada

Phone 1-800-726-8649.

In Latin American countries

See <http://www.la.caldera.com/> for the nearest Caldera Sales Office.

In Europe, Middle East, India, Africa and the Pacific Rim

Phone +44(0)1923-813 600.

We also recommend that you:

- register your product
- consult the *Late News* and *FAQ* documents
- familiarize yourself with Caldera Self-Help Services

Register Your Product

We encourage you to register your product to stay current on the latest Caldera product and services related information. To register your product, go to:

<http://www.caldera.com/support/registration>

Messaging Server Late News and FAQ

The latest news about Messaging Server features and product enhancements are provided in regularly updated *Late News* and *FAQ* (Frequently Asked Questions) documents. They are available on the web and are free to all customers:

<http://www.caldera.com/support/docs/volution/msg>

Caldera Self-Help Services

Available to our customers anytime and anywhere is our 24x7 Self-Help support web site, located at:

http://www.caldera.com/support/self_help.html

Within Self-Help, we offer installation support solutions through an easy-to-use single web view. Key resources available are:

- Access to Caldera's Linux and Unix Knowledge Center
- FAQs - Customer identified Top Solutions
- Certified Hardware Listing for Caldera Products
- Caldera Software Download Areas
- Product Registration Information
- Product Bug Reporting
- Various Linux and UNIX News Groups and Mail List Discussions

How Can We Improve This Book?

What did you find particularly helpful in this book? Are there mistakes in this book? Could it be organized more usefully? Did we leave out information you need or include unnecessary material? If so, please tell us.

To help us implement your suggestions, include relevant details, such as book title, section name, page number, and system component. We would appreciate information on how to contact you in case we need additional explanation.

Note: Technical Publications cannot provide technical support. For answers to technical questions, please contact your software vendor or your support representative, or refer to the "Technical Support" section above.

To contact us with documentation-related questions or comments, email us at <techpubs@caldera.com>.

Thank you.

Preface

Chapter 1

Introducing the Volution Messaging Server

Caldera Volution Messaging Server is a secure, robust, and easy-to-use messaging server delivering superior application compatibility for small-to-medium sized businesses. Based on open standards for mail and directory services, the Messaging Server supports Microsoft® Outlook products, messaging components of Netscape® and Internet Explorer browsers, and other popular mail clients. In addition, it interoperates with popular anti-virus, backup, and fax server software. The Messaging Server is compatible with other Caldera products and solutions; it supports Caldera OpenLinux Server and Open UNIX 8 operating systems, Reliant®HA clustering, and Volution Manager system administration.

This chapter describes the Messaging Server's:

- "Features"
- "Architectural Overview"
- "Licensing"

See also the *Late News* and *FAQ* documents for up-to-date information on Messaging Server features and compatible third-party solutions:

<http://www.caldera.com/support/docs/volution/msg>

Features

Caldera Volution Messaging Server features include:

- Pre-tuned support for up to 2500 simultaneous users on standard hardware.
- Support for multiple and virtual domains.
- Integration with anti-spam, anti-virus, enterprise calendaring, and fax solutions.
- Interoperability with Caldera Volution Manager and Caldera Volution Online.
- Support for Microsoft Outlook and other Messaging and Collaboration clients.
- One-button configuration for Outlook clients.
- Graphical installation with sufficient tools to completely set up and configure a fully functional mail server.
- Graphical and command line administrative utilities.

Architectural Overview

The Messaging Server is a messaging server product built around directory services and industry-standard open source components. The design goals of the Messaging Server required:

- ease of use
- ease of management
- stability
- security
- ability to integrate with popular email clients
- superior performance in all these areas than provided by competing solutions for small and medium businesses

The principle components of the Messaging Server are:

- Postfix Mail Transport Agent (MTA)
- Cyrus message store system
- Cyrus POP and IMAP servers
- LDAP directory based authentication and administration using OpenLDAP

The Messaging Server also provides support for these protocols and standards:

- LDAPv3 directory server and support (included with Caldera OpenLinux).
- LDAP schemas in order to support the Outlook address book feature, alias management, and user authentication for POP and IMAP.
- Support for IMAP, POP, and SMTP standard protocols.
- SSL support for LDAP, SMTP, POP, IMAP, and HTTP.
- A **Webmin**[™] management interface for SSL certificate configuration.

For more information about Messaging Server architecture, see "Chapter 1. About Volusion Messaging Server" in the *Administrator's Guide*.

Licensing

The Messaging Server provides user (client) licenses for a given number of mailboxes allowed on the system. The basic configuration includes user licenses for 25 mailboxes, sufficient for standard configuration and small-scale mail service. Consult your software vendor to purchase incremental user license bundles ("bump packs") as needed.

When the number of Messaging Server mailboxes exceeds that for which the product has been licensed, the administrator must purchase additional licenses. The system will allow user access even when the user limit has been exceeded.

The Messaging Server can be installed and licensed on both Caldera OpenLinux Server 3.1 and Open UNIX 8 Release 8.0 with Linux Kernel Personality.

Chapter 1 - Introducing the Volution Messaging Server

Chapter 2

Before Installing the Messaging Server

This chapter presents important information you need to consider before installing the Messaging Server:

- "Planning a Messaging Server Configuration"
- "System Requirements"
- "Installation Options"
- "How the Messaging Server Alters Your System"
- "Installation and Configuration Overview"

Planning a Messaging Server Configuration

We recommend that you consider the following factors before installing the Messaging Server. Doing so will allow you to administer the Messaging Server more efficiently and better accommodate the changing needs of your system.

fresh installation

We recommend installing the Messaging Server on a clean, freshly-installed system that is dedicated for mail server use.

number of mail clients

Estimate the number of mail clients your system must service for a reasonable period of time into the future. This will help you determining licensing and system hardware needs.

Chapter 2 - Before Installing the Messaging Server

Volition Manager and Volition Online

The Volition platform includes powerful system management and administration products that can be used effectively with the Messaging Server. For more information on planning an installation with these products, see "Using Volition System Management Services" in Chapter 2 of the *Administrator's Guide* for more information

local or remote LDAP server

Determine whether the LDAP server component of the Messaging Server will be located on the same host system as other Messaging Server components or on a different system. For example, you might locate the LDAP server on a different system if you manage the Messaging Server system with Volition Manager, which is also LDAP-based. LDAP is the only Messaging Server component that can be located on a remote system. See "Configuring a Remote OpenLDAP Server" in Chapter 7 of the *Administrator's Guide* for more information

Note: This is an advanced configuration procedure that requires extensive LDAP knowledge and experience.

component file locations

Messaging Server components are installed in default locations. They can be moved, but doing so after the Messaging Server is serving mail will cause a disruption in mail services. See "Managing Messaging Server Components" in the *Administrator's Guide* for more information.

local user accounts

Caldera OpenLinux installation provides the opportunity to create user accounts. However, mail to these users can only be received at their Linux mailboxes and cannot be accessed using IMAP or POP servers. If you want these users to receive mail through the Messaging Server, you must either remove the users or create separate Messaging Server mail accounts for them with different user IDs. During installation of the system on which you will run the Messaging Server, we recommend that you not create accounts for any user for whom you intend a Messaging Server account.

Note: In particular, do not configure a local system account named "*admin*". Doing so will prevent the Messaging Server administrator from receiving email.

System Requirements

Platform:	Caldera OpenLinux Server 3.1 or Open UNIX 8 Release 8.0 with Linux Kernel Personality
RAM:	minimum 64Mb system + 1Mb per user, 512Mb recommended (in addition to platform requirements)
Disk space:	minimum 40Mb system + appropriate mailbox allocation per user (in addition to platform requirements)
Networking:	TCP/IP networking with DNS name resolution configured
Installation profile:	OpenLinux: <code>webserver</code> LKP: <code>Web Server</code>
Language support:	English only in this release

Your designated Messaging Server system must also satisfy basic system requirements. In particular:

- Caldera OpenLinux 3.1 includes the 2.4 kernel compiled to support up to 64GB of RAM. As a result, the kernel and Caldera OpenLinux (and hence the Messaging Server) will only function on systems that support the PAE (Physical Address Extensions) standard. Such CPUs include the following:

Intel Celeron	Intel Pentium II	Intel Pentium 4	AMD Duron
Intel Pentium Pro	Intel Pentium III	AMD Athlon	AMD Thunderbird
- Although Open UNIX 8 runs on the following CPUs, Caldera OpenLinux does not run on them or on anything earlier:

Intel Pentium	Intel Pentium MMX	AMD K6 and K6 2
---------------	-------------------	-----------------

For more information, see the *Caldera OpenLinux 3.1 Installation Guide* and the *Open UNIX 8 Getting Started Guide*.

Do not attempt to install the Messaging Server on a system with an MS Windows operating system already installed. The installation will fail in unpredictable ways. The **autorun.inf** facility is included on the media distribution only for the purpose of displaying release documentation.

To ensure that RPM packages required by the Messaging Server are already on your system, select the `webserver` installation profile (or `All Packages`).

Chapter 2 - Before Installing the Messaging Server

Other profiles do not contain the full set of RPM packages required by the Messaging Server. This is required for both native and LKP installations.

The following RPM packages are required by the Messaging Server and should not be removed from your system:

```
apache
apache-devel
apache-doc
libpam
libpam-devel
openldap
openldap-devel
openssl
openssl-devel
openssl-devel-static
pam_ldap
perl-modules
php
php-doc
```

Warning:

The Messaging Server reconfigures these packages. Do not recompile or update them except as documented for product upgrades; doing so might disable the Messaging Server.

We recommend that you use one of the following browsers for both administrative and client use:

- Internet Explorer Version 5 or greater
- Netscape Communicator 6 or greater

Netscape Communicator 4.7 can be used, although some features of the Messaging Server graphical interfaces are not functional with this browser.

Installation Options

The Messaging Server installs on Caldera OpenLinux Server 3.1:

- natively
- under Linux Kernel Personality (LKP) for Open UNIX 8

Messaging Server operation and performance are equivalent on these platforms with comparable hardware and networking.

In addition to conventional installation on a local system, the Messaging Server can be installed using Volution Manager, provided that a Volution Manager Client is installed on the target system.

Volution Manager Server Release 1.1 can be installed on a system with the Messaging Server, although the Manager Server must be installed first. The Messaging Server cannot be used with Volution Manager Server Release 1.0.

How the Messaging Server Alters Your System

The Messaging Server adds the following RPM packages to your system:

volutionmsg	Messaging Server framework
volutionmsg-doc	Messaging Server documentation
cyrus-imapd	Cyrus IMAP server
cyrus-sasl	Cyrus SASL (Simple Authentication and Security Layer)
db3	Berkeley DB programmatic toolkit
db3-devel	Berkeley DB header files, libraries, and documentation
gq	GQ graphical browser for LDAP
perl-Convert-ASN	ASN.1 Encode/Decode library for perl
perl-IMAP-Admin	IMAP-Admin module for perl
perl-ldap	perl interface modules for LDAP servers
postfix	Postfix Mail Transport Agent (MTA)

Chapter 2 - Before Installing the Messaging Server

Messaging Server components install by default on a single system. If you want to configure the Messaging Server to use a remote LDAP server, see "Advanced OpenLDAP Configuration" in the *Administrator's Guide*.

Warning:

The open source software packages listed here have been adapted for use on a Messaging Server system. They should only be updated by Messaging Server releases. Installing them from other sources, including non-Messaging Server OpenLinux distributions, might disable the Messaging Server.

The Messaging Server removes the following components from your system during installation:

sendmail

Including the sendmail, sendmail-cf, and sendmail-doc packages. Configuration parameters of this and other MTAs will conflict with those of the Messaging Server Postfix MTA. In addition to sendmail, conflicts have also been noted with qmail.

imap

Including the imap and imap-devel packages. Configuration parameters of this and other IMAP or POP servers will conflict with those of the Messaging Server Cyrus server.

Warning:

Reinstalling any of these packages or installing new versions of them from other distributions will disable the Messaging Server.

The Messaging Server installation on Open UNIX 8 sets the following kernel tunable parameters for the components specified:

Apache

- SHMMAX 655576064
- SHMSEG 15

Postfix

- SDATLIM 0x7FFFFFFF
- HDATLIM 0x7FFFFFFF
- SFNOLIM 2048
- HFNOLIM 2048
- SVMMLIM 0x7FFFFFFF
- HVMMMLIM 0x7FFFFFFF
- SHMMNI 1000
- ARG_MAX 1048576
- SFSZLIM 0x7FFFFFFF
- HFSZLIM 0x7FFFFFFF
- MAXULWP 65000
- SSTKLIM 0x3FFFFFFF
- HSTKLIM 0x3FFFFFFF
- MAXLINK 32767
- NBUF 128
- NHBUF 32
- MAXUP 5000
- NPROC 12500

UNIX Domain Sockets

- In `/etc/conf/sdevice.d/ticots`:
ticots Y 2048 0 0 0 0 0 0 0 0 -1

Note: The installation log records this tuning activity as errors; these errors can be safely ignored.

Additional kernel tuning might be required on your Open UNIX 8 system. For more information, see the *Open UNIX 8 Getting Started Guide* and the *Messaging Server Late News*.

Installation and Configuration Overview

The basic steps to install and configure the Messaging Server are:

1. Plan your Messaging Server deployment and review the "System Requirements" discussed in this chapter.
2. Install the base platform, the web server profile of either Caldera OpenLinux or Open UNIX 8, as described in your platform documentation.
3. If desired on Caldera OpenLinux, install Volution Manager Server before installing the Messaging Server.
4. Install the Messaging Server as described in "Chapter 3. Installation and Removal".
5. Point your web browser at *http://hostname/msg* to access the **Server Manager** interface, as described in "Chapter 4. Administering the Messaging Server".
6. Log in to the **Server Manager** as *admin* with the password `admin` and change the password for this administrative account, as described in "Chapter 4. Administering the Messaging Server".
7. Use the **Server Manager** to configure and administer your Messaging Server mail system, adding user accounts, aliases, and domain arrangements as desired, as described in "Chapter 4. Administering the Messaging Server".
8. Configure users' mail client software by instructing them to connect to *http://hostname/msg* from their desktop computers using personal user accounts and passwords, as described in "Chapter 5. Administering Mail Client Users".

Consult the remainder of this document and the *Administrator's Guide* for more detailed instructions.

Chapter 3

Installation and Removal

The Messaging Server provides a graphical installation with sufficient tools to completely set up and configure a fully functional mail server. This chapter describes:

- "Native Caldera OpenLinux Stand-alone Installation"
- "Open UNIX 8 Installation"
- "Remote Installation With Volution Manager"
- "Removing the Messaging Server"
- "Known Limitations in This Release"

See also the *Late News* and *FAQ* documents for up-to-date information on installation issues and platform support:

<http://www.caldera.com/support/docs/volution/msg>

Native Caldera OpenLinux Stand-alone Installation

Use the graphical Installer to install the Messaging Server on a local Caldera OpenLinux Server 3.1 system. The Messaging Server Installer can be started from the **autorun.sh** or **install.sh** scripts on installation media.

To install on a local Caldera OpenLinux system:

1. Prepare the installation media. You must have Messaging Server distribution media or a CD you created from downloaded ISO images.
2. Log on as *root*.
3. Insert the installation media in the drive.

If the Automount facility is enabled (this is the default), you will see the Messaging Server Welcome screen, where you are prompted to run the installation. This will invoke **autorun.sh**. You can either:

- Click on **Yes** to begin the installation immediately.
- Click on **No** to defer installation. You can begin the installation at any time by clicking on the **install.sh** icon in the Konqueror file manager when it displays the contents of the distribution media.

If Automount has been disabled:

- a. Use the **mount(8)** command to mount the installation media:

```
mount /dev/cdrom/mount_point
```

- b. Run **install.sh** from the CD mount point:

```
/mount_point/install.sh
```

4. Review the licensing statement.
5. Review the displayed confirmation statement.

The installation script will not start if RPM packages required by the Messaging Server are not found on the system or if DNS is not configured. If this happens, install the packages, correct any errors listed, and start it again.

After displaying licensing information, **install.sh** analyzes the installed RPM list and installs any Messaging Server RPMs that are not listed. If any of the RPMs failed to install, try to install them manually or check the installed packages database using the **rpm(1)** command.

When the installation completes, you are prompted to view the installation log file, with the option to save it (the default location is `/root/install.log`). The log file displays the results of default component configuration conducted during the installation process, including:

- verbose output of the pre- and post-install scripts
- daemons started:
 - **slapd** (LDAP daemon)
 - Postfix **master**(8) daemon
 - Cyrus **master** daemon (**imap_master**(8))
 - **httpd** instances for Apache and DocView
- default configuration values
- any installation errors

Note: Many of the error notices at the beginning of the log file are normal and expected. If your installation fails, check the end of the log file.

As soon as installation is complete, we recommend that you change the initial *admin* password, set by default to "admin"; see "The admin Administrative Account".

This completes Messaging Server installation. You can now configure mail service as described in "Administering the Messaging Server".

Open UNIX 8 Installation

The Messaging Server can also be installed on an Open UNIX 8 system with LKP using the same **install.sh** script. However, before doing so, you must follow these steps as *root* on the Open UNIX 8 system:

1. Prepare the installation media. You must have Messaging Server distribution media or a CD you created from downloaded ISO images.
2. Log in as *root* and start a terminal window from your graphical environment. The X server must be running for the Messaging Server installation.
3. Mount the Messaging Server CD-ROM on `/linux/mnt/cdrom` by entering:

```
mount -F cdfs -o ro /dev/cdrom/cdrom1 linux/mnt/cdrom/
```

4. Ensure that the X display is available (but only to local system users) by entering:

```
xhost local:
```

5. Run the **linux** command to enter the LKP environment.

In the LKP environment, you can then change directories (**cd**) to */mnt/cdrom* and run the **install.sh** script:

```
cd /mnt/cdrom  
./install.sh
```

The Messaging Server then installs on the LKP system as described in "Native Caldera OpenLinux Stand-alone Installation". When the installation is complete, click the button to reboot your Open UNIX 8 system.

As soon as installation is complete, we recommend that you change the initial *admin* password, set by default to "admin"; see "The admin Administrative Account".

Note: The **autorun.sh script** does not run under LKP.

Remote Installation With Volution Manager

The Messaging Server can be installed on remote systems using Volution Manager. To do so, you must:

- have Volution Manager installed on the local system.
- have Volution Manager Client installed on the same target system as the Messaging Server.
- ensure that the target system meets other Messaging Server system requirements.
- add the Messaging Server to the target system's *Profile* on the Volution Manager Server.
- add the Messaging Server RPMs to the Software Repository on the Volution Manager Server.
- create a Volution Manager *Action* that installs the Messaging Server.

You may also want to create a Volution Manager *Policy* to configure system monitoring and other services for the remote Messaging Server.

For more information, see "Using Volution System Management Services" in the *Administrator's Guide* and the *Volution Manager Administration Guide*.

Removing the Messaging Server

To remove the Messaging Server from your system, enter:

```
cd /  
/opt/lsb-caldera.com-volution/msg/bin/msguninstall
```

The removal script does not:

- reinstall components that were removed at Messaging Server installation; for example, sendmail and imap.
- restore updated RPMs to the earlier version.
- remove configuration directories that you populated or that contain files backed up by the Messaging Server. The removal script error listing identifies these directories.
- remove configuration information from mail clients.

Note: If the removal script fails for any reason, the removal might not be complete and the **msguninstall** utility might no longer be available. In this case, you must run the **uninstall.sh** script from the distribution media. To do so, ensure that the Messaging Server CD-ROM is mounted and enter:

```
/mount_point/uninstall.sh
```

For more information, see the **msguninstall(8)** manual page.

Known Limitations in This Release

Note the following known limitations in this Messaging Server release:

No mailbox for *admin* account on Open UNIX 8

In a normal installation, a Cyrus mailbox is created automatically for the *admin* user. However, installation errors on an Open UNIX 8 system might prevent this mailbox from being created; these errors do not appear in the installation log. You must verify that the mailbox exists and create it manually if it does not. Otherwise, the *admin* user will not be able to send or receive mail. To do so:

1. Log onto the Open UNIX 8 system as *root* and switch to the LKP environment by entering:

```
linux
```

2. Verify the existence of the *admin* mailbox by entering:

```
ls -d /var/spool/imap/user/admin
```

If this directory is present, you have an *admin* mailbox on your system; you do not need to create the mailbox manually.

If you receive a `No such file or directory` error, the *admin* mailbox was not created. You must do so manually as described in the next step.

3. Use the **msginboxcreate** utility to create the *admin* mailbox:

```
/opt/lsb-caldera.com-volution/msg/bin/msginboxcreate  
--name=admin
```

You will be prompted for the *admin* password.

Note: The **msginboxcreate(8)** manual page cautions against running this utility from the command line. That is because a user's *UserID* and mailbox are usually created at the same time using either the **Server Manager** or the **msgusercreate(8)** utility. However, due to an installation error, the *admin UserID* has been created without a corresponding mailbox, so **msginboxcreate** can be run safely from the command line in this case only.

4. Verify the existence of the *admin* mailbox as described in Step 2.

You can now access your *admin* account mailbox.

postmaster alias not created in new domains

Although a *postmaster* alias is configured by default in the default Messaging Server domain, it is not created automatically when you create new domains. You should therefore configure an alias for the address "postmaster@*host.newdomain*" that can be delivered successfully to a destination of your choice. For more information, see "Managing Mail Aliases"; make sure you set the the Domain selection box to the new domain.

Deleting users and aliases

If you delete a user who is the last owner or member of an alias, the alias will be silently deleted. Before removing a user, we recommend that you see check their aliases; to do so, click on **Aliases** in their **View User** display. For this reason, we also recommend that every alias have at least two owners, and that important aliases also include the *admin* user as an owner or member.

This list includes all product limitations known at the time of publication. Unless otherwise noted, they will be corrected in product updates or future releases. For more information, we recommend that you consult the Messaging Server *Late News* listing and *FAQ*, which are updated regularly on the Caldera website:

<http://www.caldera.com/support/docs/volution/msg>

Chapter 3 – Installation and Removal

Chapter 4

Administering the Messaging Server

The Messaging Server provides simple graphical administration using the **Server Manager**. This chapter describes:

- "The admin Administrative Account"
- "The **Server Manager** Administration Interface"
- "Managing Domains"
- "Managing Mail Users"
- "Managing Mail Aliases"
- "Managing System Services"

Note: We strongly recommend that you implement a backup procedure for your Messaging Server immediately.

For more information, see "Chapter 2. Configuration and Administration" and "Chapter 3. Mail Administration" in the *Administrator's Guide*.

The admin Administrative Account

The Messaging Server has a single administrative account named "*admin*". This is the name you use to log into the **Server Manager** for administering your messaging server. It is a valid mail account and can receive mail.

The *admin* account is managed like other user accounts as described in "Managing Mail Users". You can also change the *admin* password by clicking on **Admin Password** under the **System** menu in the **Server Manager**.

Note: Before proceeding with Messaging Server configuration, we recommend that you change the initial *admin* password, set by default to "admin."

In addition to the *admin* account, the Messaging Server provides a default *postmaster* mail alias. Postfix (as well as most other MTAs) require that an account for "*postmaster*" exists so that messages to the address "*postmaster@host.domain*" can be delivered successfully. It also receives any error messages generated by Postfix. The *postmaster* mail alias is created automatically during installation with the "*admin*" administrator account as its sole member. This alias should not be deleted from the server.

The Server Manager Administration Interface

The **Server Manager** is the principle Messaging Server administrative utility. It is a web-based management interface with support for all functions required to administer an office mail server, including the ability to:

- Add/delete/modify virtual hosts, mail domains, mail users, and mail aliases.
- Monitor mail services.
- Control client user privileges (ACLs, Access Control Lists).

The **Server Manager** provides mail server administration screens accessible only by an administrator account with the login name "*admin*". By default, the **Server Manager** is served by the Apache webserver at:

http://hostname/msg

where *hostname* is the value returned by the **hostname(1)** on the Messaging Server system.

The **Server Manager** screen includes menus for managing:

- **Domains**
- **Users**
- **Aliases**
- **Services**

It also includes:

- a Domain selection box.
- a general **HELP** link that connects to the DocView online help system.
- screen specific **Help** screens that connect to individual topics in the *Administrator's Guide*.
- a **LOGOUT** button.

Note: To protect Messaging Server security, we recommend that you log out of the **Server Manager**, rather than simply closing the browser window, whenever you are not actively using the **Server Manager**.

Managing Domains

To administer domains with the **Server Manager**, click on these buttons in the **Domains** menu:

View Domains

List the mail domains controlled by the Messaging Server.

Create Domain

Enter a mail domain name and description.

Delete Domain

Delete the domain names you select.

The Messaging Server supports multiple mail domains, with user and alias lists displayed in per-domain views. To switch to a different domain, select it from the **Domain** box in the upper right of the screen.

For information about managing *virtual domains* (multiple mail domains presented by the same mail server), see "Managing Mail Domains" in Chapter 2 of the *Administrator's Guide*.

Managing Mail Users

You can use the **Server Manager** to create and modify mail accounts for users who receive mail on the Messaging Server. In the **Users** menu, click on:

Create User

Creates a new user. Required entries are marked with an asterisk (*):

- ***User ID**; an identification name for the user which is unique for all domains in your entire Messaging Server installation. It does not have to be the same as **Mail address**.
- **First Name**
- **Last Name**
- ***Mail address**
- ***Password**

The following optional information can also be entered by the *admin* user when the account is created or updated later by the client user (on some browsers, these options are displayed when you click on **More**):

- **Work Phone**
- **Mobile Phone**
- **Home Phone**
- **Pager**
- **FAX**
- **Title**
- **Office Location**
- **Alternate Mail** (Only the *admin* user can modify this field, client users cannot do so.)
- **Forward Mail To:**

When you have entered all required and optional information, click on **Create** to enter the new user account information.

View Users

Lists all users in the selected mail domain, sorted by *User ID*. Clicking on the *User ID* link displays the user's complete account information. From this display you can take these **User Actions**:

- **Modify** the listed settings.
- change the user's **Password**.
- view **Aliases** to which the user is subscribed.
- **Delete** this user.

Find User

Searches for a user in the selected mail domain. You can enter a full or partial word to be found in the *User ID* or any of the *Name* fields. Click on the *User ID* links in the search results to display user information and take **User Actions**.

Delete User

Selects a *User ID* to delete. When you click on **Select**, all the associated user information is erased from the LDAP database. You can also delete users from the **View Users** display.

Managing Mail Aliases

You can use the **Server Manager** to create and modify mail aliases. In the **Aliases** menu, click on:

Create Alias

Creates a new alias in the current domain. Required entries are marked with an asterisk (*):

- ***Alias** (the alias name)
- **Description**
- ***Owner** (at least one owner is required, multiple owners are permitted and recommended)
- **Membership** (whether users may add or remove members to or from the alias); the default is **Open**.
- ***Alias Members** (at least one member is required)

If users have permission to create aliases (see "Managing System Services" below), they can also view and manage these fields. However, only the *admin* user can enable the following alias features (on some browsers, these options are displayed when you click on **More**):

Append File

The path of a file on the system to which mail to this alias will be appended.

Pipe Program

A program through which to pipe a message sent to the alias.

When you have entered all required and optional information, click on **Create** to enter the new alias information.

View Aliases

Lists all aliases in the selected mail domain, sorted by *Alias*. Clicking on the *Alias* link displays the complete alias information. From this display you can take these **Alias Actions**:

- **Modify** the settings listed
- add or remove alias **Members**
- add or remove alias **Owners**
- specify **Programs/Files** for the alias
- **Delete** this alias

Find Alias

Searches for an alias in the selected mail domain. You can enter a full or partial word to be found in the *Alias* or *Name* fields. Click on the *Alias* links in the search results to display alias information and take **Alias Actions**.

Delete Alias

Selects an *Alias* to delete. You can also delete users from the **View Aliases** display.

Note: We recommend that every alias have at least two owners, and that important aliases also include the *admin* user as an owner or member.

Managing System Services

Use the selections in the **Server Manager System** menu to control general Messaging Server system services:

Admin Password

Enter and confirm the new *admin* password value, then click on **Apply** to complete the change.

User Access

You can grant or deny these global access privileges for users in all mail domains controlled by the Messaging Server:

- **Users can change their own password**
- **Users can change their own profile**
- **Users can create mail aliases**

Mail Services

The **Server Manager** allows you to view the status and perform certain actions on the Messaging Server component servers:

- **cyrus** - IMAP/POP Server
- **docview** - OpenLinux Documentation Server
- **ldap** - OpenLDAP Directory Server
- **postfix** - Mail Transport Agent (MTA)

Chapter 4 – Administering the Messaging Server

Chapter 5

Administering Mail Client Users

Mail client software must be configured for the Messaging Server before client users can take advantage of its features. This chapter describes:

- "The Client **Preferences Manager** Interface"
- "Configuring Mail Clients"
- "Managing Mail Client Users"

Note: Although client configuration and preferences management has been designed to be easy to use, mail administrators might want to explain Messaging Server configuration and features to mail client users.

For more information, see "Chapter 5. Managing Clients" in the *Administrator's Guide* and the *Client User's Guide*.

The Client Preferences Manager Interface

The Messaging Server includes the **Preferences Manager**, a web-based user interface with access controlled by the administrator. It provides client mail preference screens accessible to all users with an active Messaging Server mail account and an Internet browser. Like the **Server Manager** screens, it is served by the Apache webserver at:

http://hostname/msg

although logging in with a user mail account displays a different set of screens.

The **Preferences Manager** screen includes menus for:

- setting and modifying user **Preferences**:
 - Change passwords.
 - Configure aliases.
 - Configure vacation mail.
 - Configure mail forwarding.
 - View mail configuration information.
- viewing other system **Users**.
- viewing and managing **Aliases**.

It also includes:

- a general **HELP** link that connects to the *Client User's Guide*.
- screen specific **Help** screens that connect to individual topics in the *Client User's Guide*.
- a **LOGOUT** button.

Configuring Mail Clients

The Messaging Server has been tested with the following mail client software:

- Outlook 2000
- Outlook 98
- Outlook Express
- Outlook XP
- Netscape Messenger version 4.7 on Windows, UNIX, and Linux
- Netscape Messenger version 6.0 on Linux and Windows
- Eudora Mail
- KMail (version shipped with KDE2)
- IMP, a web-based IMAP mail client included with Caldera OpenLinux and configured by default.

In addition, any mail client that correctly implements POP and/or IMAP protocols should be able to retrieve messages from the Messaging Server.

Mail client software must be configured to authenticate with and receive messages from the Messaging Server. You must therefore enable mail client users to run client configuration tools (for Outlook family clients) or manually enter configuration information on their personal systems. To enable a mail client user to access their mail from a Messaging Server server:

1. Create a Messaging Server email account as described in "Managing Mail Users".
2. In some cases, you must inform users whether to select **IMAP** or **POP** in the configuration screens of the mail client software.
3. Provide this account information to the user so they can log into the **Preferences Manager** and configure their mail client software. To do so, they must click on the **Client Setup** in the **Preferences** menu. This displays configuration information used by their mail client software to communicate with the Messaging Server.
4. If you are migrating existing mail users to a Messaging Server installation, you might need to inform them of potential changes to the appearance and behavior of their mail client software.

Client configuration procedures differ for the supported clients:

Outlook clients

The Messaging Server provides the **Outlook Configuration Tool**, which supports the configuration of Messaging Server add-in functionality in these mail clients:

- Outlook XP
- Outlook 2000
- Outlook 98
- Outlook 97
- Outlook Express with Internet Explorer 5 or later

Note: The **Outlook Configuration Tool** does not configure "free/busy" calendar functionality on Outlook 97 clients.

To use the **Outlook Configuration Tool**, simply click on **Configure** and follow the instructions on the screens.

Webmail clients

The IMP (Internet Messaging Program) webmail client is enabled by default in the Messaging Server. Client users can access the IMP webmail client by pointing their browsers at *http://hostname/horde/imp* and entering their Messaging Server account information. For more information, see "Enabling Webmail Service" in the *Administrator's Guide*.

Other mail clients

Netscape Messenger, Eudora, and KMail client users must copy the information from the **Client Setup** screen into their client configuration options screens. Online Help screens in the **Preferences Manager** provide detailed configuration instructions from the *Client User's Guide*.

For more information, see "Enabling mail client users" in Chapter 5 of the *Administrator's Guide*.

Managing Mail Client Users

Mail client users can set their own mail preferences with the **Preferences Manager**. When they log in with a valid mail account name and password, they are presented the same user preferences as displayed on the administrative screens, although no other configuration options are presented:

Preferences

Your Profile

Displays client user personal information. To modify it, enter or edit the desired fields, and click the **Apply** button to enter your changes.

Forward email

When set, forwards email to the address entered in the box.

Vacation email

When set, sends a vacation message; that is, an automatic reply for all email received during a vacation or extended absence. A list of messages sent is also maintained.

Change Password

To change your password, enter your old password, enter a new password, retype the new password, and click on **Apply**.

Client Setup

Displays information required by clients to communicate with the Messaging Server.

Note: Downloading Outlook configuration information is usually performed only once per user. Outlook client users should not repeat this step unless instructed to do so.

Users

Find Users

Allows you to search for users based on *UserId*, *Name*, and *Email Address* fields, and you can enter partial strings. You can also browse the complete list of email users by clicking the **Show All**. For each account listed, you can view their profile and aliases to which they subscribe.

Aliases

Your Aliases

Displays aliases for which you are the Owner or a Member.

Find Aliases

Allows you to search for aliases or browse a list of available aliases.

Create Alias

Allows you to create aliases.

Help screens are also available from the user preferences page.

Chapter 5 - Administering Mail Client Users

Chapter 6

Advanced Messaging Server Administration

Most routine Messaging Server administration can be performed using the **Server Manager** interface. Nonetheless, there are a number of advanced tasks that must be performed from the command line or other interfaces, as documented in the *Administrator's Guide*.

Note: In addition to the topics in this chapter, we recommend that you consult the Messaging Server *Late News* listing and *FAQ*, which are updated regularly on the Caldera website:

<http://www.caldera.com/support/docs/volution/msg>

Command line administration

Many of the functions available from the **Server Manager** can be performed at the command line; for example, adding multiple users with the **msgusercreate**(8) command. See "Administrative interfaces" in Chapter 2 of the *Administrator's Guide*.

Importing user data

You can import user data from other systems; for example, using the **msgusermigrate**(8) command to convert a UNIX system */etc/passwd* file into an LDAP datastore. See "Importing user data" in Chapter 2 of the *Administrator's Guide*.

Chapter 6 - Advanced Messaging Server Administration

Integration with Volution system management services

The Messaging Server is compatible with the Volution Manager and Volution Online system management and administration products. They can be used to facilitate remote administration, software distribution and maintenance, and system monitoring. See "Using Volution System Management Services" in Chapter 2 of the *Administrator's Guide*.

Messaging Server component administration

Although the Messaging Server ships with reasonable default settings for its principle LDAP, Postfix, and Cyrus components, each can be customized. See the individual component documentation listed on the DocView Messaging Server home page.

Caution:

Certain default parameters of these components cannot be changed without disabling your Messaging Server installation. See "Chapter 7. Managing Messaging Server components" in the *Administrator's Guide* for a list of these parameters.

Mailbox recovery

You can perform disaster recovery on user mailboxes with Cyrus utilities. See "Mail Directory Recovery" in Chapter 3 of the *Administrator's Guide*.

Setting mailbox quotas

You can set storage size limits on Cyrus mailboxes using the **cyradm(1)** command. See "Setting Cyrus Mailbox Quotas" in Chapter 7 of the *Administrator's Guide*.

Enabling anti-virus protection

The Messaging Server provides simple integration with commercial anti-virus software, and it supports Postfix component configuration for mail filtering. See "Avoiding Viruses" in Chapter 6 of the *Administrator's Guide*.

Enabling anti-spam protection

The Messaging Server provides several options for preventing unsolicited commercial email. See "Avoiding Unsolicited Email" in Chapter 6 of the *Administrator's Guide*.

Virtual domains

The **Server Manager** can be used to create virtual domains (multiple mail domains presented by the same mail server). See "Managing Mail Domains" in Chapter 2 of the *Administrator's Guide*.

Calendar administration

The Messaging Server provides default support for the Microsoft Outlook "free/busy" calendar feature, as well as compatibility with commercial calendar server products. See "Chapter 4. Calendar Administration" in the *Administrator's Guide*.

SSL security administration

While the Messaging Server provides SSL (Secure Socket Layer) configuration by default using demonstration keys, many SSL benefits are not available without a signed certificate and key. See "Enabling SSL" in Chapter 6 of the *Administrator's Guide*.

Chapter 6 - Advanced Messaging Server Administration