# MailEnable Installation Guide

## MailEnable Messaging Services
## for Microsoft Windows 2000/2003/2008

**Installation Guide for:**
MailEnable Standard Edition
MailEnable Professional Edition
MailEnable Enterprise Edition
MailEnable Enterprise Premium Edition

# Table of Contents

# 1    Before You Install

This section outlines any preparation you should consider before installing MailEnable.

## 1.1    MailEnable System Requirements

### 1.1.1    Operating System

- Windows 2000/2003/2008 (either 32 or 64 bit versions)

**Note: While the MailEnable product suite can be installed and has been tested on Windows workstation environments the company does not support these platforms.**

**Note: Mobile webmail which is included in both the Enterprise and Enterprise Premium versions does not work under Windows 2000 since it requires .Net framework 3.5 or later.**

### 1.1.2    Platform Requirements

- Intel Compatible Hardware
- 512MB RAM, minimum 100MB hard disk space
- Microsoft IIS v5.0 or greater for Web Mail and Administration capabilities
- .Net framework 2.0 or later (3.5 or later required for mobile webmail)
- Network interface card configured to use TCP/IP
- Dedicated Internet Connection

## 1.2    Conflicting Applications or Services

MailEnable has integrated SMTP and POP services. For this reason, you should ensure that the computer is not already running POP or SMTP services. The installation program will complete, even if there are conflicting services or applications installed, but ideally, you should check the service control manager to ensure that they are not running or have not been configured to start automatically.
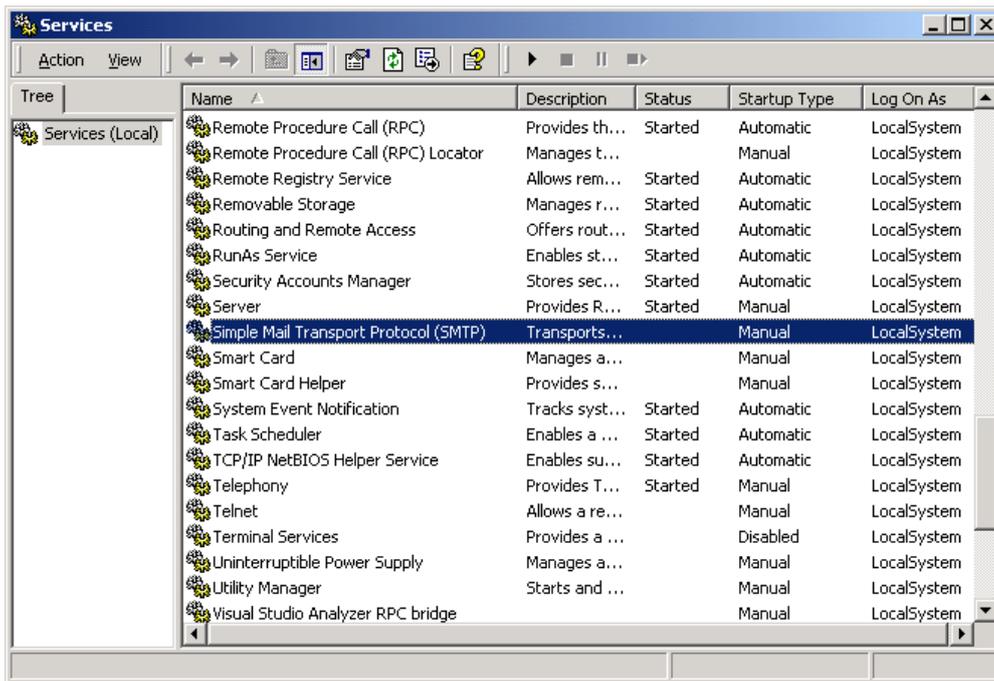
SMTP and POP services use TCP/IP ports 25 and 110 respectively. You can determine if a service or agent is using these ports by using the NETSTAT utility at the command prompt.
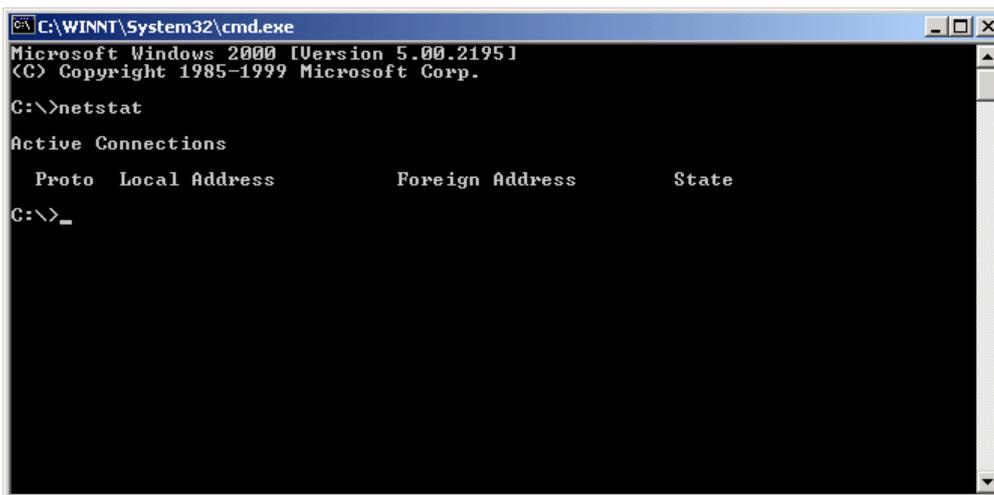


For help using the NETSTAT application please refer to the Microsoft Web Site.

## 1.3 Configuring TCP/IP and DNS Settings

MailEnable use the servers TCP/IP and DNS Settings for resolving outbound mail. It is important that the server is able to resolve host names to IP addresses.

As a test, you should attempt to ping the following address:

www.mailenable.com.

If the address cannot be resolved, you will need to adjust your TCP/IP networking settings and ensure that your DNS settings are configured correctly.

Please take note of the DNS hosts that are configured under TCP/IP networking. You will need to enter these under the DNS hosts when you configure the SMTP Connector.

## 1.4 Downloading the Installation Program

The MailEnable Installation Program is approximately 30 MB in size depending on the version. It can be downloaded from: http://www.mailenable.com

# 2 Running the Installation Program

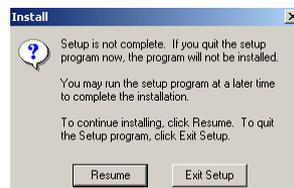## 2.1 Installing Standard Edition

### 2.1.1 Installation Overview

Note: In order to install MailEnable Standard, you require administrative privileges of the server MailEnable is installing upon.

Firstly run the installation executable by double clicking on the install program. The installation program will then guide you through the rest of the installation process. Each screen of the installation program is likely to contain data entry fields, Next, Back and Cancel control buttons.

The [**Next**] button allows you to proceed to the next step of the installation process.

To exit the installation at any time, you can click on the [**Cancel**] button.

Likewise, the [**Back**] button allows you to step back through the installation process. At any time the [**Cancel**] button is pressed you will be shown an exit screen as shown below verifying that you do in fact want to exit the installer.



### 2.1.2 Installation note

Once you commence installation the following note will appear. This is just to inform you that MailEnable will try to access the internet once installation is completed. Read the note and click [**OK**] to continue.



### 2.1.3 Welcome Screen

The welcome screen informs that you are installing MailEnable Messaging Services. It also provides a warning outlining the copyright protection of the MailEnable product suite.

If you wish to continue installing the application, click on the **Next** button.

**Please click the [Next] button to continue.**

### 2.1.4     Registration Details

The following dialog box may appear to inform you that a previous version of MailEnable has been installed (and who it was installed by).



**Please click the [Next] button to continue.**

## 2.1.5    Terms and Conditions

The 'Terms and Conditions' dialog box explains the licensing terms and conditions of installing and using the MailEnable product suite.
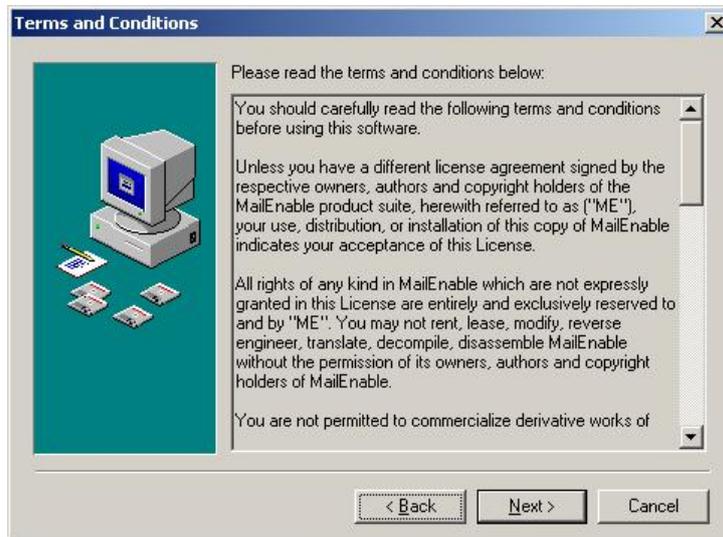


You should read this carefully as it outlines all conceptual and legal issues relating between the agreement between MailEnable and the End User in relation to the way the program can be used.

**Please click the [Next] button to continue.**
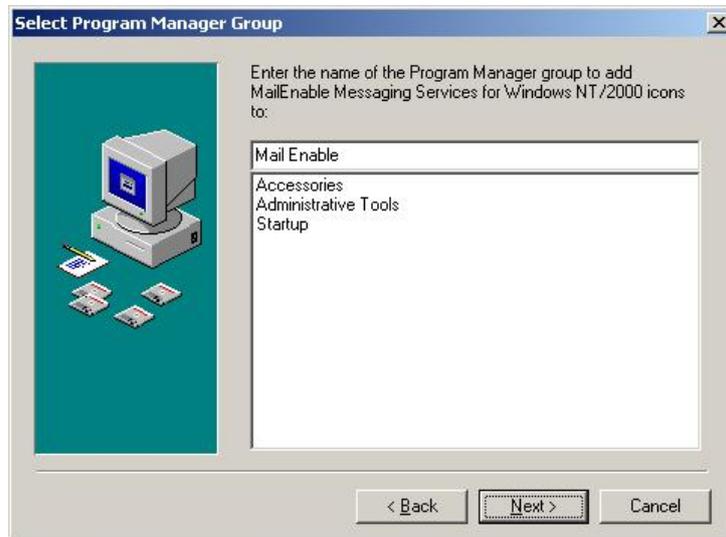
## 2.1.6    Choose Program Installation Location

Setup will now prompt you to nominate where it will install its configuration and binary files. By default, MailEnable will install itself under the "Program Files" directory. You can change to a different directory by clicking on the Browse button.



**Please click the [Next] button to continue.**

## 2.1.7 Selecting Program Group

The installation wizard will now prompt you for the program group where you want the MailEnable icons and shortcuts installed.



**Please click the [Next] button to continue.**

## 2.1.8 Selecting Repository

Setup will now prompt you to nominate where to install its configuration and messaging data. By default, MailEnable will install itself under the "Program Files" directory. You can change to a different directory by clicking on the Browse button.

MailEnable will detect the repository location if you are using the local repository. You can also nominate a repository on a backend server by pointing at the directory on this server that contains the \CONFIG, \POSTOFFICES or \QUEUES directories.



**Please click the [Next] button to continue.**

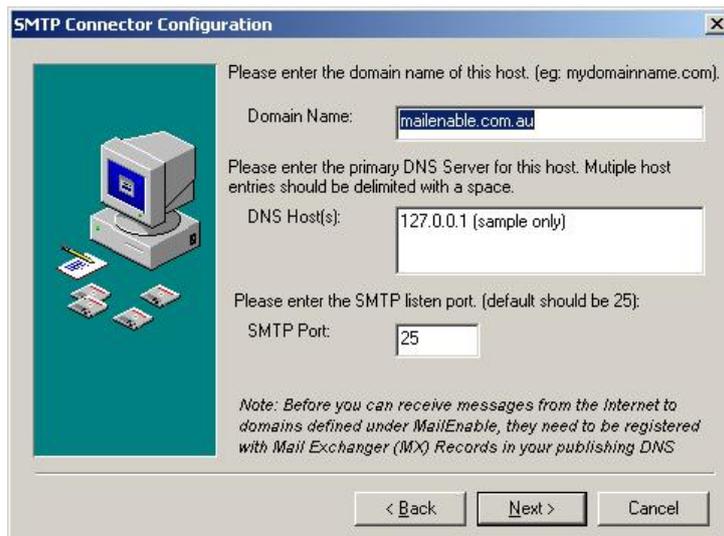## 2.1.9 Creating an Initial Post Office

Setup will now prompt you to nominate at least one Post Office to deliver mail to and from. You will also need to provide a password for the Postmaster mailbox for the post office.
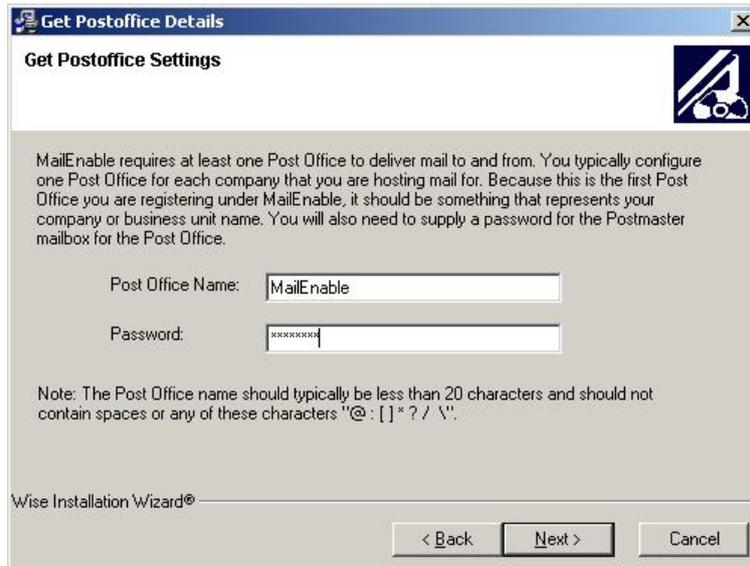
**Please click the [Next] button to continue.**

## 2.1.10    SMTP Connector Configuration

The installation will now prompt you to enter specific details for its SMTP Connector.



These settings are outlined in the following table:

| Setting | Description |
|---|---|
| Domain Name | The domain name should be the domain name of the organization that owns or is operating the server.  If you are using this server on the Internet, it is important that this domain name is registered. |
| DNS Host | The DNS host used by the SMTP Connector to locate mail servers. If you wish to use multiple DNS addresses, you can enter these here, and separate the IP addresses with a space. In most cases, you should include the same DNS host(s) as configured under the network TCP/IP settings for the computer. |

| | |
|---|---|
| SMTP Port | The SMTP port is almost always set to 25. Very rarely is another port number used and it is recommended that this setting remain as 25. Corporate or hosting companies/agencies may wish to use a different SMTP port to 25 to obscure the fact that the server is running SMTP services. |

**Please click the [Next] button to continue.**

### 2.1.11 Commence Installation

The installation program will prompt you a final time before it commences installing files and registering the application.



**Please click the [Next] button to continue.**

The installation will now install files and display a progress window whilst the components are installed and configured.

### 2.1.12 Viewing the README File

The installation program will now display the Read Me file for your review. The readme file contains release history and notes. It also outlines any considerations of known issues with the current installation.
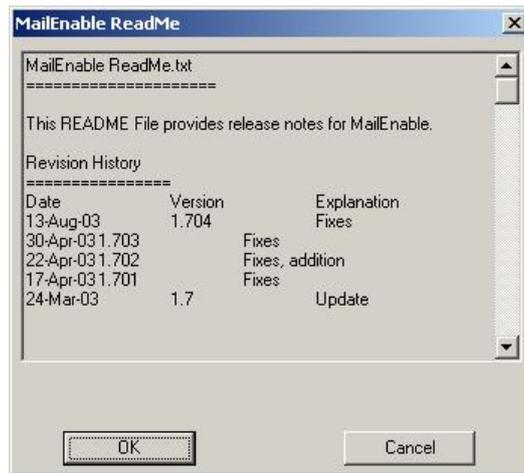
### 2.1.13 Completing Installation

Finally, setup will inform you the installation procedure completed successfully.

Now that MailEnable is installed on the server, you are able to use the Administration program to manage it. You will find the icon for MailEnable Administration under the Program Group you nominated in the setup program.

**Please click the [Finish] button to complete installation of MailEnable**
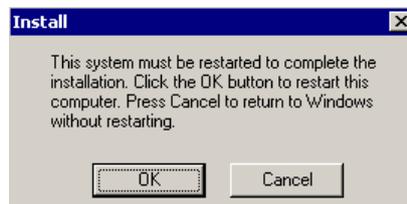
**Please click the** OK **button to automatically reboot. A reboot is required after install or upgrade.**

## 2.2     Installing Professional Edition
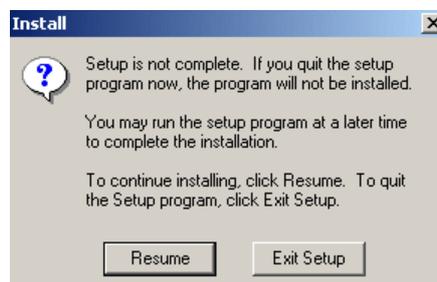
### 2.2.1     Installation Overview

Note: In order to install MailEnable Professional, you require administrative privileges of the server MailEnable is installing upon.

Firstly run the installation executable by double clicking on the install program. The installation program will then guide you through the rest of the installation process. Each screen of the installation program is likely to contain data entry fields, Next, Back and Cancel control buttons.

The [**Next**] button allows you to proceed to the next step of the installation process.

To exit the installation at any time, you can click on the [**Cancel**] button.

Likewise, the [**Back**] button allows you to step back through the installation process.  At any time the [**Cancel**] button is pressed you will be shown an exit screen as shown below verifying that you do in fact want to exit the installer.

### 2.2.2     Welcome Screen

The welcome screen informs that you are installing MailEnable Messaging Services. It also provides a warning outlining the copyright protection of the MailEnable product suite.
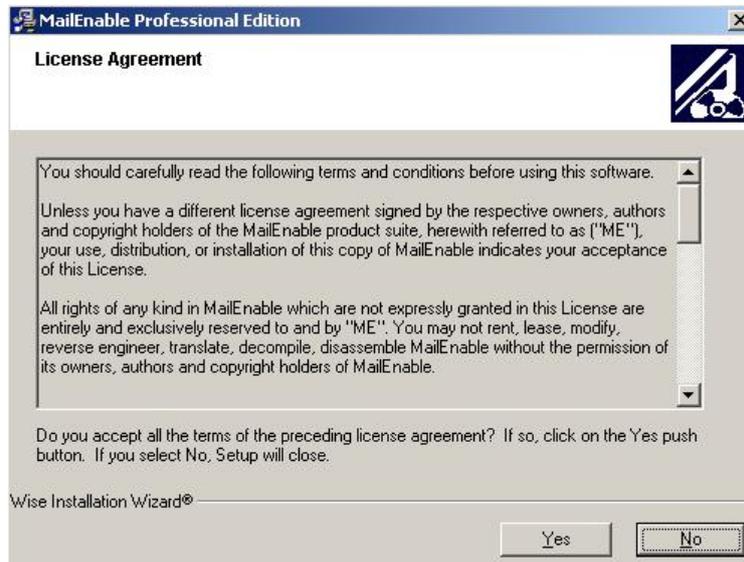
If you wish to continue installing the application, click on the **Next** button.

**Please click the [Next] button to continue.**

### 2.2.3    Terms and Conditions

The 'Terms and Conditions' dialog box explains the licensing terms and conditions of installing and using the MailEnable product suite.



You should read this carefully as it outlines all conceptual and legal issues relating between the agreement between MailEnable and the End User in relation to the way the program can be used.

**Please click the [Yes] button to continue.**
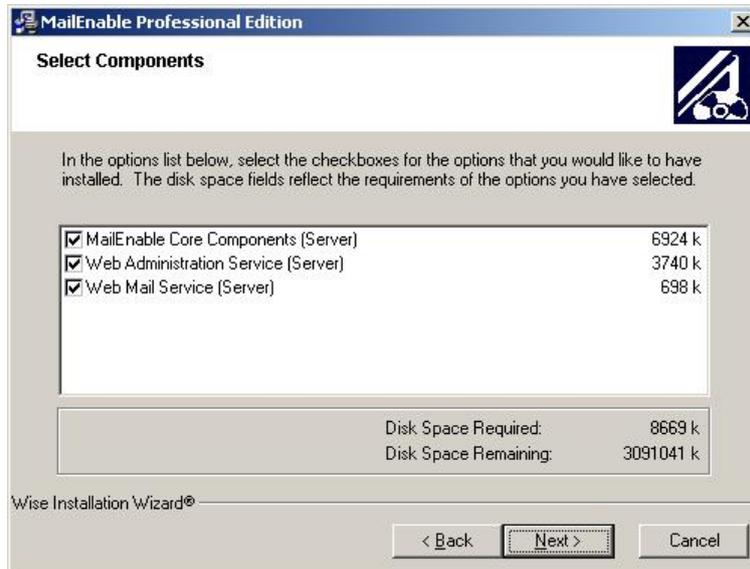
### 2.2.4    Registration Details

The following dialog box may appear to inform you that a previous version of MailEnable has been installed (and who it was installed by).
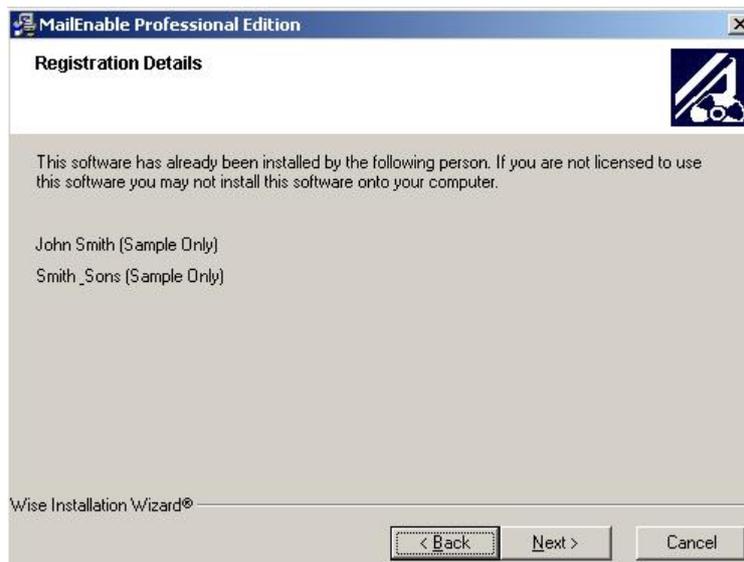


**Please click the [Next] button to continue.**

## 2.2.5      Selecting Installation Components

The next part of the installation process is to select the MailEnable components you want to install.



MailEnable Core Components (Server) – This will select the base programs and functionality. This option must be selected if you are installing MailEnable for the first time on this server.

Web Administration Service (Server) – This service will install web administration for MailEnable. This option requires that you have Microsoft Internet Information Services (IIS) installed.

Web Mail Service (Server) – This will install web mail for MailEnable. This option requires that you have Microsoft Internet Information Services (IIS) installed.

**Please click the [Next] button to continue.**

## 2.2.6      Selecting Program Group

The installation wizard will now prompt you for the program group where you want the MailEnable icons and shortcuts installed.
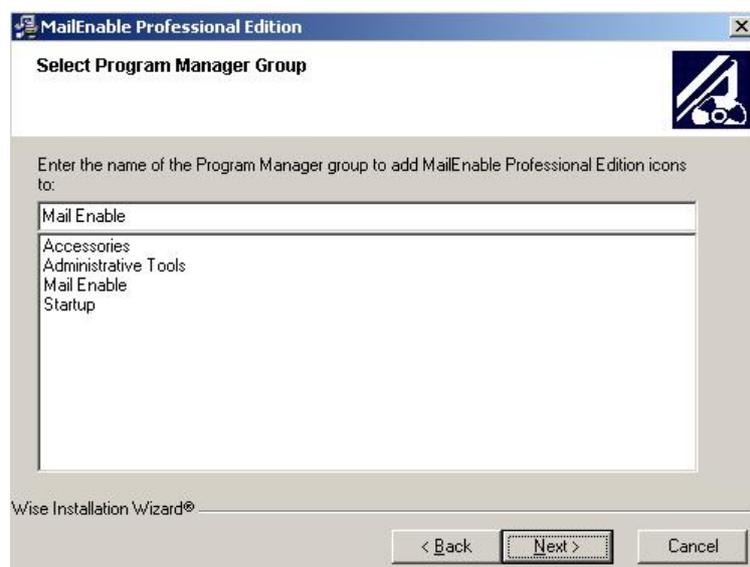


**Please click the [Next] button to continue.**

### 2.2.7 Selecting Repository

MailEnable uses a file system as a repository; this effectively allows front-end servers to reference a common repository (hence promoting scalability).

MailEnable Professional Edition needs you to confirm the location of this directory so that its various services can access the repository.

MailEnable will detect the repository location if you are using the local repository. You can also nominate a repository on a backend server by pointing at the directory on this server that contains the \CONFIG, \POSTOFFICES or \QUEUES directories.



**Figure 2-1 Select Storage Repository**

**Please click the [Next] button to continue.**

### 2.2.8 Creating an Initial Post Office

MailEnable requires that at least one post office is created. A MailEnable post office should be created for each company or organisation that is hosted under MailEnable. A MailEnable post office can own multiple domain names, it is therefore advised that post offices are named to be something more generic than the domain name. For example, MailEnable Pty Ltd owns domains mailenable.com, mailenable.com.au and mailenable.co.uk so the chosen name for the post office for MailEnable Pty. Ltd. could therefore be **MailEnable**. The domains owned by MailEnable Pty. Ltd. would then be assigned to the MailEnable post office. On this subject, another common configuration for this section is to name the post office the actual domain name. This simplifies mailbox logon, as users are often aware of the domain they log into.
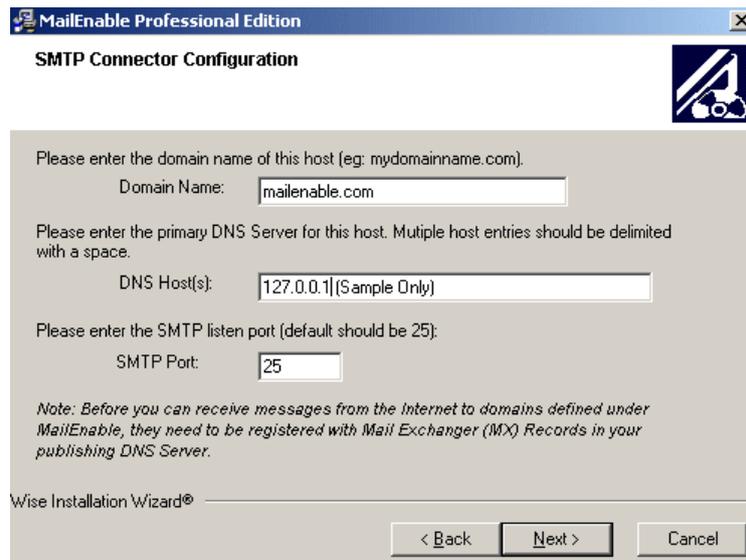
As depicted below you need to assign a password for the post office Administrator. The mailbox for the administrator of a post office is postmaster@Postoffice name. You can use this account to access Web Administration. It is important that you realize that users will authenticate as [Mailbox@Postoffice](Mailbox@Postoffice) name when they access their mail.
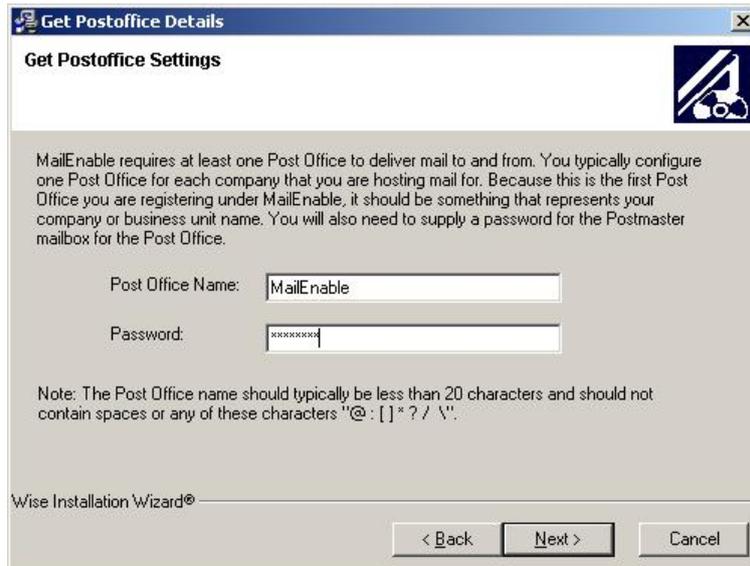
**Please click the [Next] button to continue.**

### 2.2.9    SMTP Connector Configuration

The installation will now prompt you to enter specific details for its SMTP Connector.



These settings are outlined in the following table:

| Setting | Description |
| --- | --- |
| Domain Name | The domain name should be the domain name of the organization that owns or is operating the server. If you are using this server on the Internet, it is important that this domain name is registered. |
| DNS Host | The DNS host used by the SMTP Connector to locate mail servers. If you wish to use multiple DNS addresses, you can enter these here, and separate the IP addresses with a space. In most cases, you should include the same DNS host(s) as configured under the network TCP/IP settings for the computer. |

| SMTP Port | The SMTP port is almost always set to 25. Very rarely is another port number used and it is recommended that this setting remain as 25. Corporate or hosting companies/agencies may wish to use a different SMTP port to 25 to obscure the fact that the server is running SMTP services. |
|---|---|

**Please click the [Next] button to continue.**

## 2.2.10    Commence Installation

The installation program will prompt you a final time before it commences installing files and registering the application.
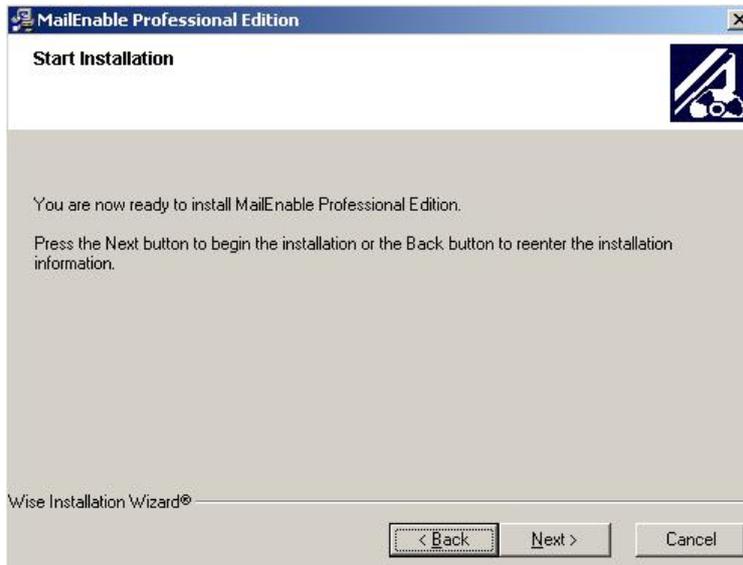


**Please click the [Next] button to continue.**

The installation will now install files and display a progress window whilst the components are installed and configured.
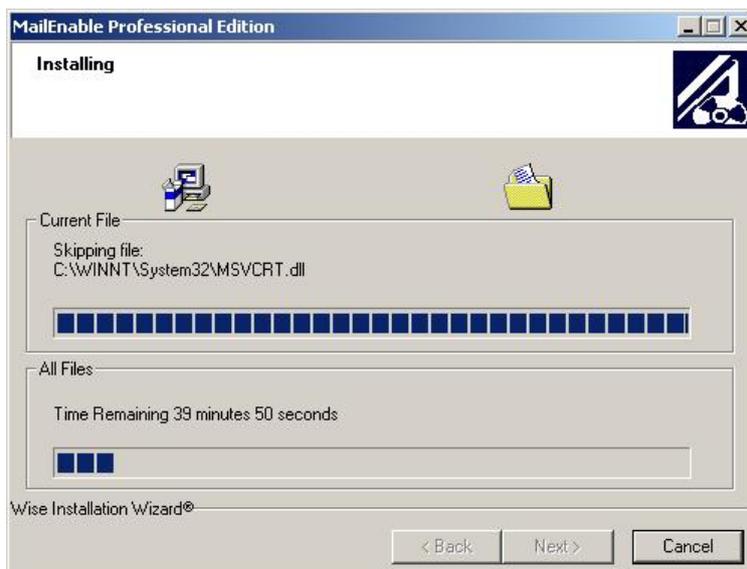
## 2.2.11    Select Web Mail Web Site

If you have more than one web site configured under IIS, the setup application will ask you which web site you want to install the Web Mail Virtual Directory. You should install MailEnable under the "Default Web Site" or an alternate site that you may have configured under IIS. Once you have completed your installation of MailEnable Professional you will be able to add or remove web mail from each of the sites you have configured under IIS.

**Note: Do not install MailEnable Web Mail under the "Administration Web Site".**



Please select the desired web site and click the button for a Default Web Site for MailEnable web mail to be configured.

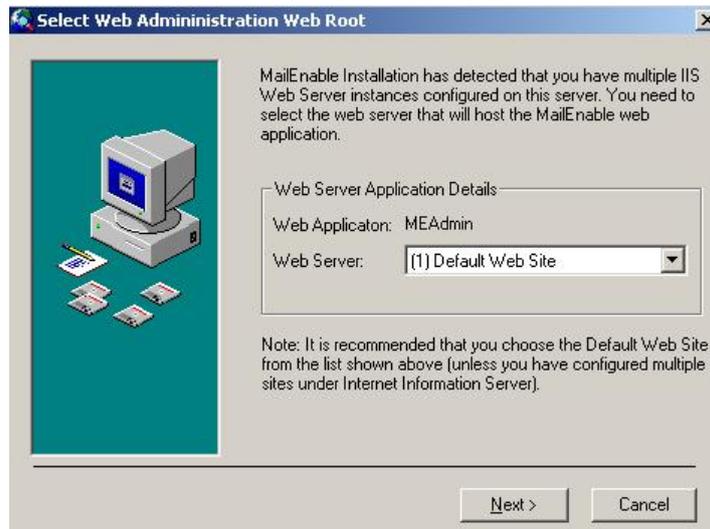**Please click the [Next] button to continue.**

The installation application will now display a dialog box while it configures web mail. The configuration of web mail may take several minutes, so please be patient.



## 2.2.12    Web Administration

Web Administration is installed if you have selected Web Administration as an option from the component list as depicted earlier. If you have more than one web site configured under IIS, the setup application will ask you under which web site you want to install the Webadmin Virtual Directory. You should install the web administration under the "Default Web Site" or an alternate site that you have configured under IIS.

**Note: This functionality can be re-configured to another web site if required after the initial installation has been completed.**

**Please click the [Next] button to continue.**

### 2.2.13 Antivirus Plug-In Notice

The following notice describes the Mail Transfer Agent Anti-Virus Plug-in. (Please see Professional Edition manual for information on configuring anti-virus support).
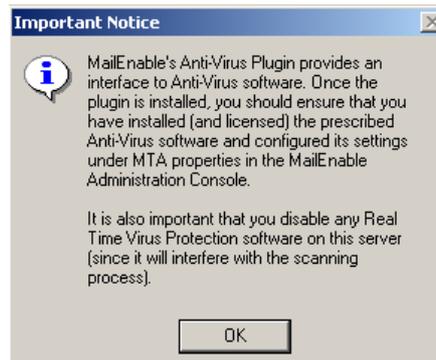


**Please click the [OK] button to continue.**

### 2.2.14 HTTPMail Notice

The following notice describes the HTTPMail service. (Please see Professional Edition manual for information on configuring HTTPMail).



**Please click the [OK] button to continue.**

## 2.2.15    Completing Installation

Finally, setup will inform you the installation procedure completed successfully.



**Please click the [Finish] button to complete installation of MailEnable**

## 2.3 Installing Enterprise and Enterprise Premium Editions

### 2.3.1 Installation Overview

**Note: In order to install MailEnable Enterprise, you will require administrative privileges on the server MailEnable is to be installed on.**

Firstly, run the installation executable by double clicking on the install program. The installation program will then guide you through the rest of the installation process. Each screen of the installation program is likely to contain data entry fields, Next, Back and Cancel control buttons.

The **Next** button allows you to proceed to the next step of the installation process.

To exit the installation at any time, you can click on the **Cancel** button.

Likewise, the **Back** button allows you to step back through the installation process.  At any time the **Cancel** button is pressed you will be see an exit screen as shown below verifying that you do want to exit the installer.
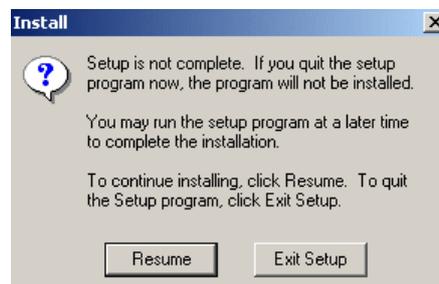


### 2.3.2 Welcome Screen

The welcome screen informs that you are installing MailEnable Messaging Services. It also provides a warning outlining the copyright protection of the MailEnable product suite.
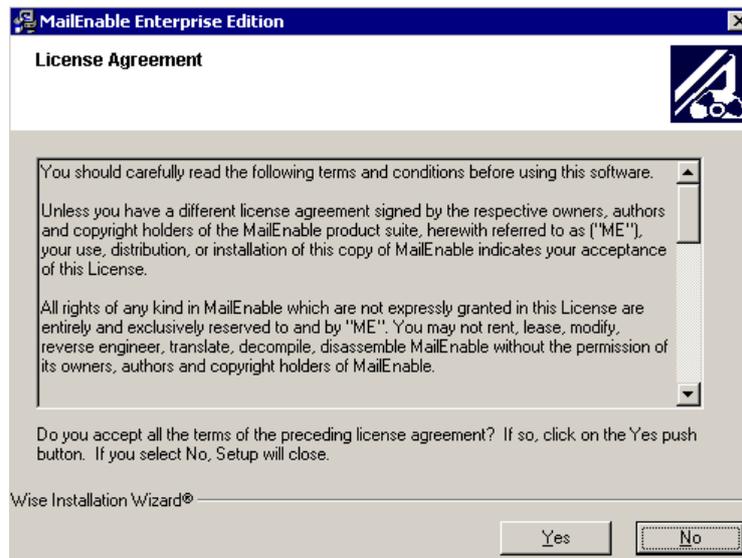
If you wish to continue installing the application, click on the **Next** button.



**Please click the Next button to continue.**

### 2.3.3 Terms and Conditions

The 'Terms and Conditions' dialog box explains the licensing terms and conditions of installing and using the MailEnable product suite.

You should read this carefully as it outlines all conceptual and legal issues between MailEnable and the End User in relation to the way the program can be used.

**Please click the Yes button to continue.**
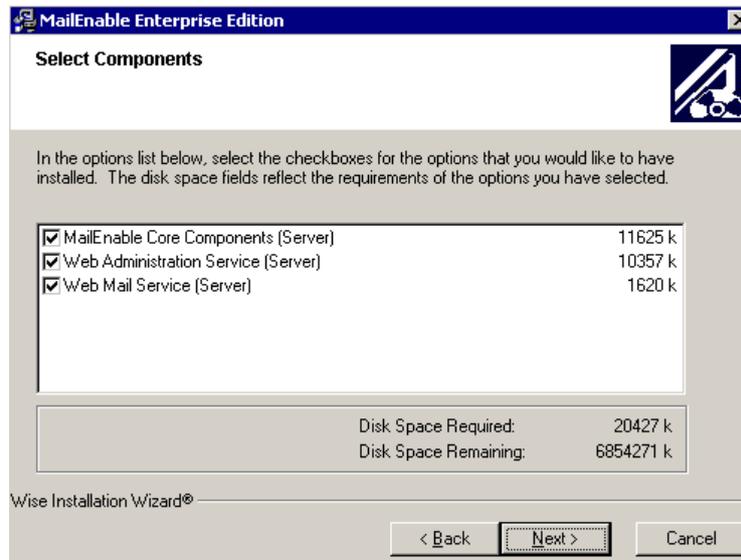
### 2.3.4 Registration Details

The following screen allows you to enter your registration details, which will be used and displayed in the Diagnostic Utility that will be outlined later in this document. .
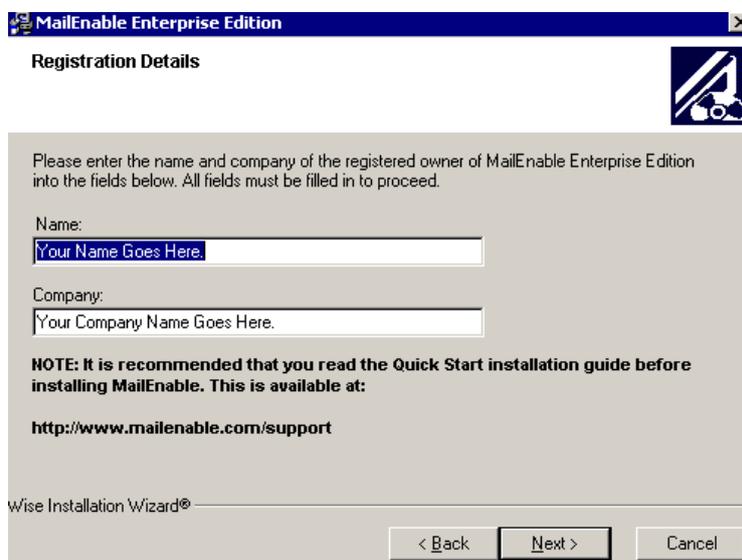
**Please click the Next button to continue.**

### 2.3.5 Selecting Installation Components

The next part of the installation process is to select the MailEnable components you want to install.

**MailEnable Core Components (Server)** – This will select the base programs and functionality. This option must be selected if you are installing MailEnable for the first time on this server.

**Web Administration Service (Server)** – This service will install web administration for MailEnable. This option requires that you have Microsoft Internet Information Services (IIS) installed.

**Web Mail Service (Server)** – This will install web mail for MailEnable. This option requires that you have Microsoft Internet Information Services (IIS) installed.

**Please click the Next button to continue.**
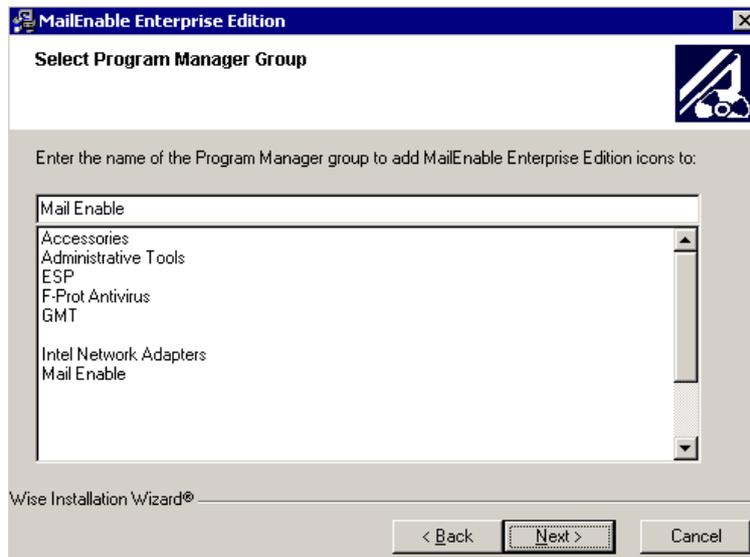
### 2.3.6     Selecting Repository

MailEnable uses a file system as a repository; this effectively allows front-end servers to reference a common repository (hence promoting scalability). MailEnable Enterprise Edition needs you to confirm the location of this directory so that its various services can access the repository. MailEnable will detect the repository location if you are using the local repository. You can also nominate a repository on a backend server by pointing at the directory on this server that contains the \CONFIG, \POSTOFFICES or \QUEUES directories.
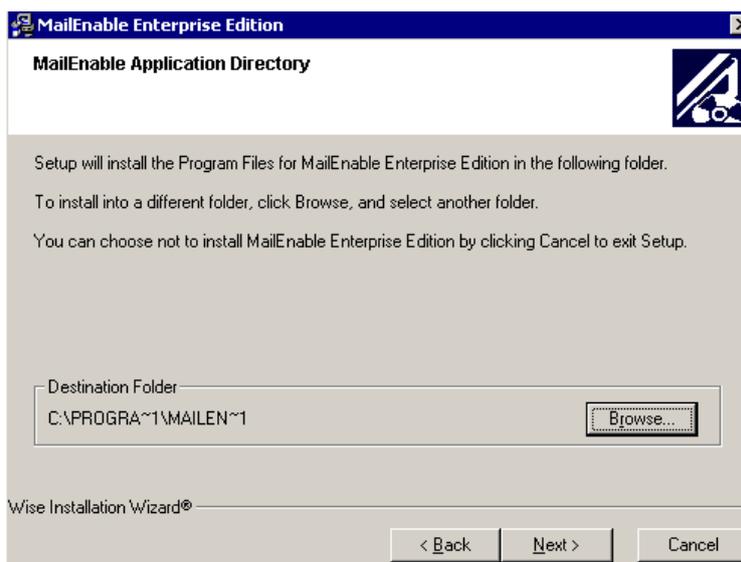


**Please click the Next button to continue.**

### 2.3.7 Selecting Program Group

The installation wizard will now prompt you for the program group in your Windows system where you want the MailEnable icons and shortcuts installed.



**Please click the Next button to continue.**

### 2.3.8 Selecting Configuration Repository Location

The Configuration Repository is a place to store the configuration files of MailEnable. By default MailEnable uses a TAB Delimited file structure (flat file structure), and since the configuration files are accessed continually you may consider using a fast disk I/O sub system for this storage path to improve performance.
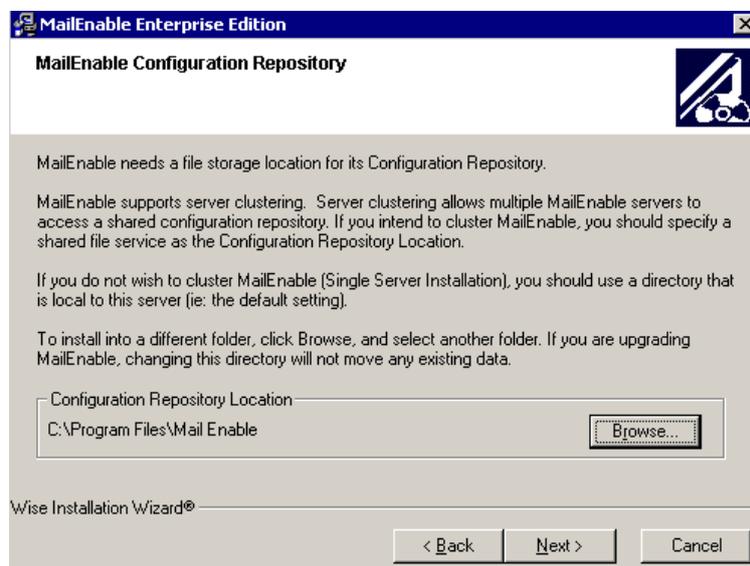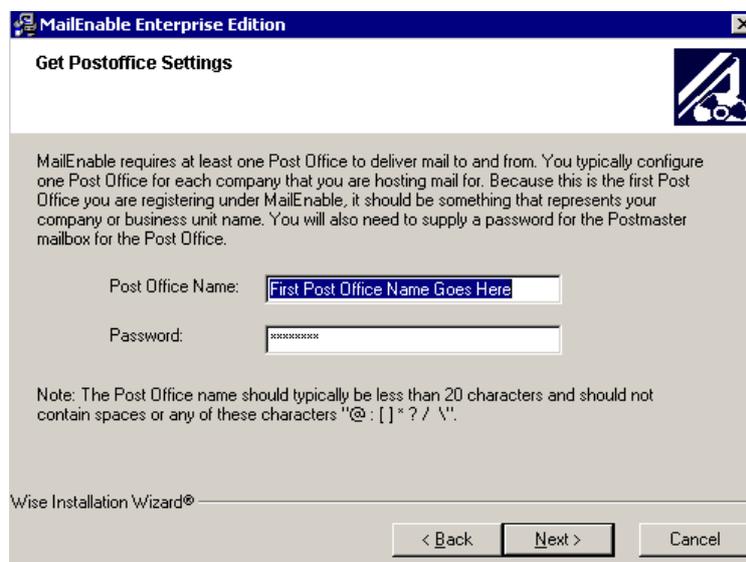


**Please click the Next button to continue.**

## 2.3.9 Creating an Initial Post Office

When you install MailEnable for the first time you are required to create a post office. A MailEnable post office should be created for each company or organization that is hosted under MailEnable. A MailEnable post office can own multiple domain names.  It is therefore advised that post offices are named to be something more generic than the domain name. For example, MailEnable Pty. Ltd. owns domains mailenable.com, mailenable.com.au and mailenable.co.uk so the chosen name for the post office for MailEnable Pty. Ltd. could therefore be **MailEnable**. The domains owned by MailEnable Pty. Ltd. would then be assigned to the MailEnable post office. Another common configuration is to name the post office the actual domain name as this simplifies mailbox log-on as users are often aware of the domain they log into.

As depicted below, you need to assign a password for the postmaster of this new post office. The mailbox for the postmaster of a post office is called postmaster and is given administrative privileges for that post office (this allows the postmaster to administer the post office via web administration). It is advisable to use a complex password for this mailbox, and this password can be changed later. It is important that you realize that users will authenticate as Mailbox@Postoffice name when they access their mail.

**Please click the Next button to continue.**

## 2.3.10 Selecting Message Store Repository Location

The message store repository is where all the email data is stored. E-mail data can take up a large amount of disk space. Ensure that you select a drive with plenty of space for future expansion. As advised with the configuration data storage location a fast disk I/O sub system should be considered if planning on a high mail usage environment.

**Please click the Next button to continue.**

## 2.3.11    SMTP Connector Configuration

The installation will now prompt you to enter specific details for the SMTP Connector.
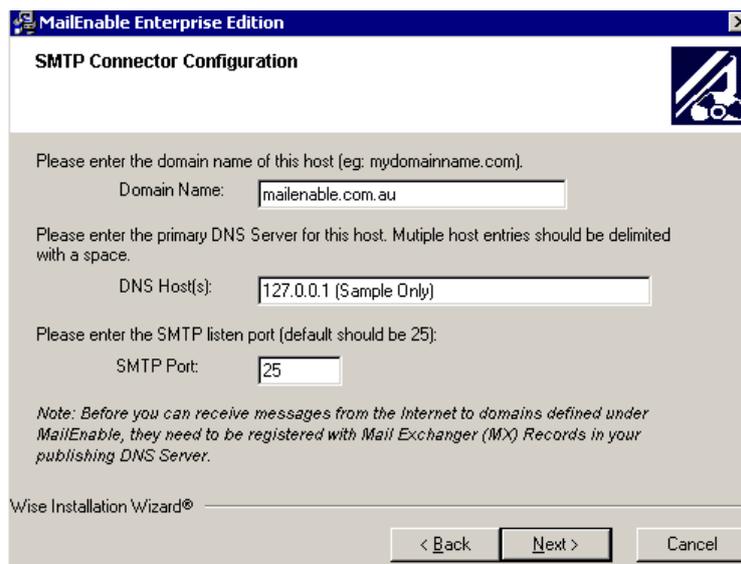


These settings are outlined in the following table (all these settings can be changed later):

| Setting | Explanation |
|---|---|
| Domain Name | The first configuration setting is the Domain Name for this server. The domain name should be the domain name of the organization that owns or is operating the server.  If you are using this server on the Internet, it is important that this domain name is registered. When MailEnable is sending out email to remote servers, it will announce itself as this domain. |
| DNS Host | The DNS host used by the SMTP Connector to locate mail servers. If you wish to use multiple DNS addresses, you can enter these here, and separate the IP addresses with a space. In most cases, you should include the same DNS host(s) as configured under the network TCP/IP settings for the computer. |

| SMTP Port | The SMTP port is almost always set to 25. Very rarely is another port number used and it is recommended that this setting remain as 25. Corporate or hosting companies/agencies may wish to use a different SMTP port to 25 to obscure the fact that the server is running SMTP services. If you are unsure of whether to change this setting you should leave it as 25. |
|---|---|

**Please click the Next button to continue.**
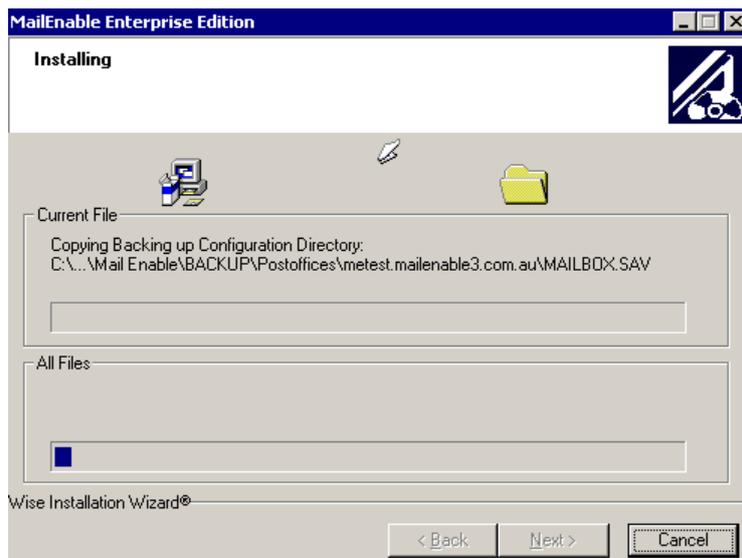
## 2.3.12    Commence Installation

The installation program will prompt you a final time before it commences installing files and registering the application.
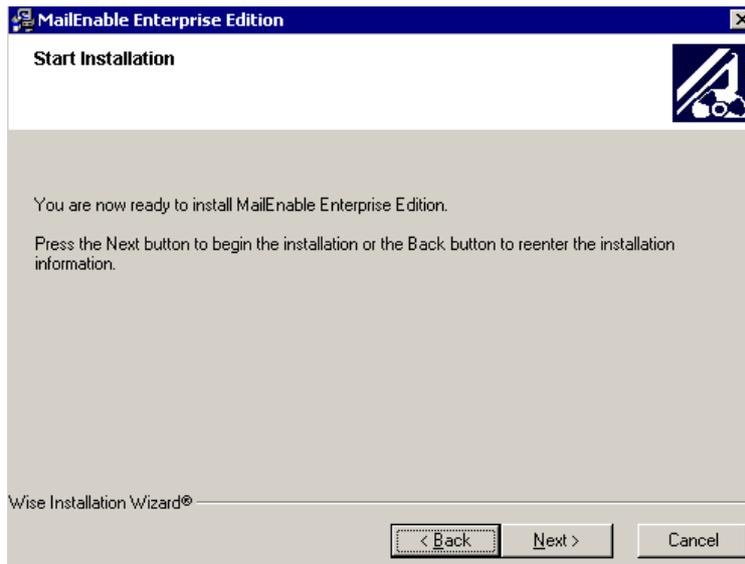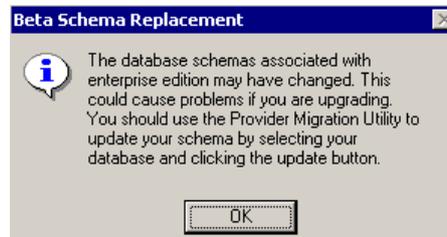


**Please click the Next button to continue.**

The installation will now install files and display a progress window whilst the components are installed and configured.

## 2.3.13    Database Schema Warning

If you are upgrading MailEnable from a previous version you will be shown a warning that you will need to update the database schemas for your configuration storage. If you are currently using a database to store your configuration information you will need to use the Provider Migration Utility as indicated to make sure that the database schema is up to date. This should be done as soon as the installation is complete (do not do this step before the installation has finished).
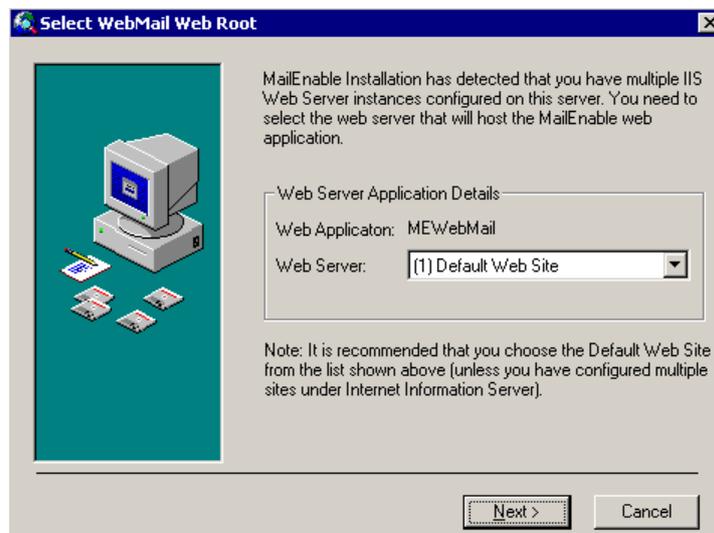


**Please click the OK button to continue.**

## 2.3.14    Selecting Web Mail Web Site

If you have more than one web site configured under IIS, the setup application will ask you which web site you want to install the web mail Virtual Directory. You should install MailEnable under the "Default Web Site" or an alternate site that you may have configured under IIS. Once you have completed your installation of MailEnable Enterprise you will be able to add or remove web mail from each of the sites you have configured under IIS.

**Note: Do not install MailEnable web mail under the "Administration Web Site"**
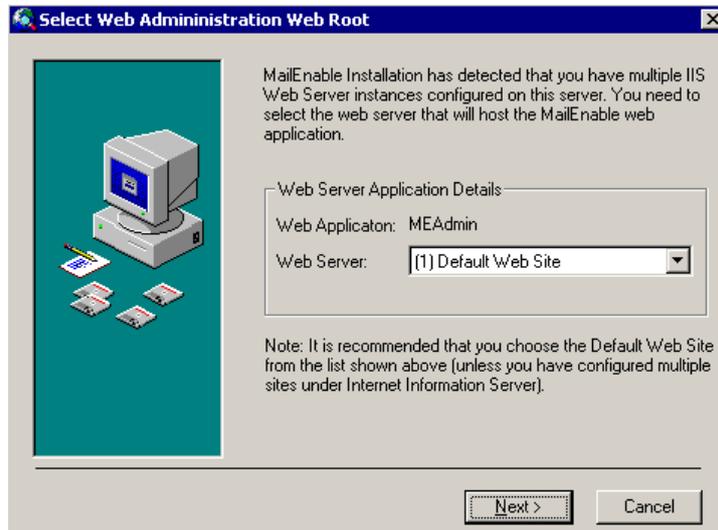


**Please click the Next button to continue.**

The installation application will now display a dialog box while it configures web mail. The configuration of web mail may take several minutes, so please be patient.

### 2.3.15 Web Administration

Web administration is installed if you have selected web administration as an option from the component list as depicted earlier. If you have more than one web site configured under IIS, the setup application will ask you under which web site you want to install the WebAdmin Virtual Directory. You should install the web administration under the "Default Web Site" or an alternate site that you have configured under IIS.

**Note: This functionality can be re-configured to another web site if required after the initial installation has been completed.**



**Please click the Next button to continue.**
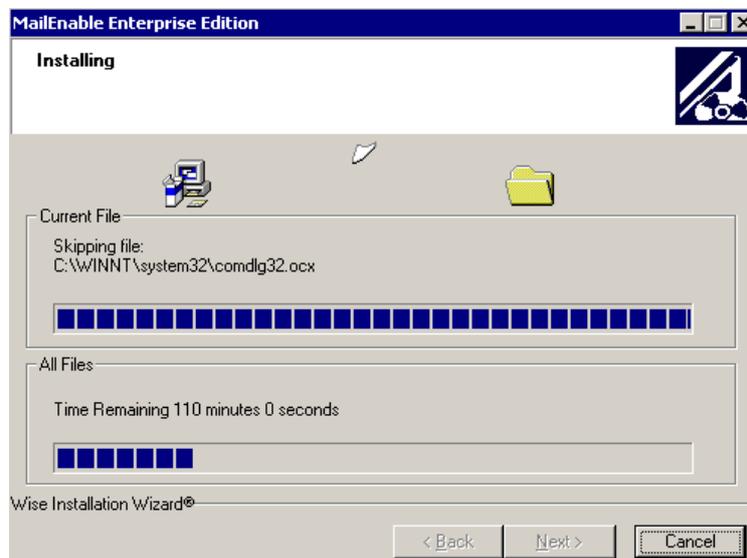


### 2.3.16 Antivirus Plug-In Notice

The following notice describes the Mail Transfer Agent Antivirus Plug-in, a notice will be displayed to inform you how it is configured. Please see the Enterprise Edition Manual for more information on configuring Antivirus support.

**Figure 2-2 Antivirus Plug-in Notice**

**Please click the OK button to continue.**

### 2.3.17    HTTPMail Notice

The following notice describes the HTTPMail service. A notice will be displayed to inform you how it HTTPMail will be configured on your server.  Please see the Enterprise Edition manual for more information on configuring HTTPMail support.
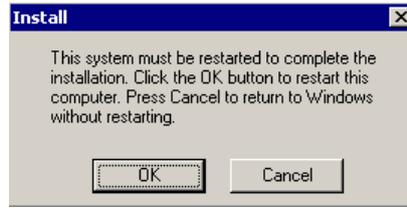


**Please click the OK button to continue.**

### 2.3.18    Completing Installation

Finally, set-up will inform you the installation procedure completed successfully.



**Please click the Finish button to complete installation of MailEnable.**

**Please click the OK button to automatically reboot. A reboot may be required after install or upgrade.**