



# t IceWarp Server 10.4 What's New

With the release of IceWarp Server 10.4, IceWarp continues to refine many of the administration options to provide ease of management and deployment. We have spent an incredible amount of time increasing the VoIP functionality to better serve our SMB customers and provide them with a full-featured UC solution. As always we also put the focus on increased usability. IceWarp version 10.4 provides a streamlined end user experience combined with unparalleled performance, powerful features and ease of administration.

Here's a look at some of the highlights of the release:

Tablet WebClient Interface

- Open In Office Integration
- Personal Cards GAL
- WebClient Signature Builder
- SmartAttach Up to 2GB
- Directory Cache in SQL
- New SpamAssassin
- Powerful IVR Console
- Two-Way FTP Synchronization
- Notes as Events EAS Policy
- Outlook Sync Categories
- New Desktop Client 4.0

# + 10.4

# Email, presence, groupware across browsers and tablets

- New Login Page Aiming for an inside out redesign in next generation of WebClient, we unveil a new graphically appealing and intuitive login page, allowing for company branding and also personalization of color. Same look and feel welcomes users with large LCDs, tablets, in any browser of choice.
- Tablet Interface The former Basic interface has been reworked for tablets and optimized for touch interactions. Adds support for SmartAttach, event recurrence, reminders, blacklists, whitelists, tasks, files and more. Lists can be paged by swiping the screen to the left and right, rotating the screen will rebuild the interface, hiding/showing less used navigation options.
- Open In Office Automatically opens and gives the possibility to edit documents in desktop applications MS Office and free OpenOffice.org. No need to download files and then upload them back after editing, the tiny built-in applet will handle it on the background. Supports 50+ formats of documents, spreadsheet, presentations, and image file formats.
- Outlook-like Folder Tabs Similar to Outlook, WebClient adds oneclick switching between Mail, Contact and Calendar folders using large buttons at the bottom of folder tree. Less used Tasks, Notes, Journals, Files folders can be filtered using smaller icons. Can be combined with Favorites for greater flexibility.
- Drag & Drop Files from Desktop Users can drag & drop multiple files from their desktop straight into the browser, for a seamless and intuitive file upload. Depending on the drop location, files will be uploaded as attachments, stored into File folder, or embedded as images in emails. vCard (.vcf) and iCalendar (.ics) formatted files can be dropped to address book or calendar to be imported.

# ... with increased usability

Preview – The item preview pane gives users a general idea of an item's content: title, description, photo, attachments and the full text description. Handy for checking lengthy notes or tasks without actually opening them or browsing through contact cards. Preview can be switched between horizontal (right), vertical (bottom) layout, and none.

- Speed Increase Through Action Cache Message delete, move and empty folder actions are cached to greatly improve responsiveness and are carried out only when Get New mail is clicked. Asynchronous actions allow for downloading or sending mails and at the same time working on other tasks in WebClient without slowdowns.
- Calendar Combined View The new combined view allows for displaying many calendars side-by-side and still navigating easily, thanks to highlighting events of the same calendar by color. Multiple calendars can be included in the view by ticking their checkbox, they will be assigned a new unique color, while the original user-configured color tag will be displayed in a small strip.
- Signatures & Aliases A new Signatures & Aliases dialog has been introduced. The options to create arbitrary aliases were removed, users can now select from list of aliases controlled by account or administrator settings, including the possibility to define group members within WebClient Administrator Options. Each alias can have multiple different signatures.
- Signature Builder With this possibility in (domain) administrator options, a default signature can be forced to all users and automatically filled with variables from their personal vCards. Signatures can use rich text formatting. The list of possible variables allows to quickly setup email signature to be used for all WebClient users across the company.
- **Next/Previous Message Browsing** The mail view dialog can now be used to quickly browse between messages using paging arrows. The currently selected sorting is respected when browsing, e.g. by date, by subject.
- Resource Folders Scheduling A quick way to schedule a resource: just by selecting the resource calendar from the new Resource folder, finding a blank space and creating a new event. The event will automatically appear in user's calendar, in the organizer's calendar, and an invitation will be sent to any additional attendees.

# Calendar Tweaks

Calendar offers a revamped Week View and Holidays, clear line between holidays, weather and all day events, the possibility to shift all day events from one day to another, and a new Today button.

# Graphics Tuning

New IM icons, colors, tags, actionable items, attachment icons, and many other small elements have been restyled. WebIM emoticons are visible in the chat window and the most frequently used ones can be selected from the window toolbar.

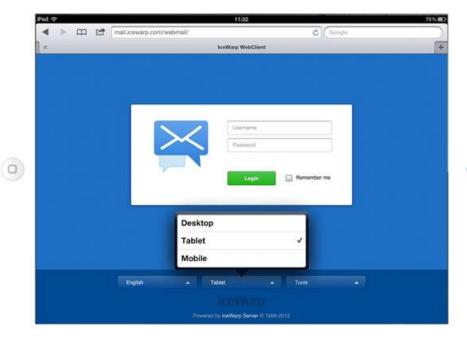
For users convenience, more than 30 icons to distinguish attachments are supported out of more than 60 file types including Acrobat, Office, text, images, audio, video, and more.

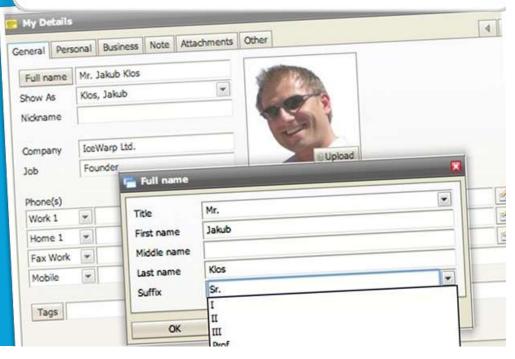
WebPhone On/Off switch was replaced by Options button, a Dial pad for DTMF and direct dialing has been added. Call/Hang-up buttons are more distinguished.

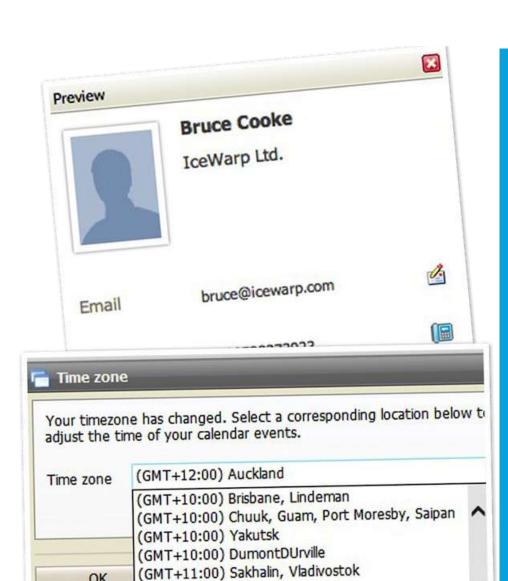
### My Details

In the Tools menu there is a new item My Details. The data entered here will automatically appear in all GAL folders and will be set as the user's IM vCard.









#### Device Device ID Last Sync **iPhone** appldnrgj9dedtc0 03/30/12 13: **iPad** appldlxh97v6dvgl iPad applgb0474cxz3a 03/26/12 00: **iPhone** appl8695078m3nr 10/29/11 21: WindowsPhone 9675108e7962547b1420524b8a 09/01/11 18: NotifySync 25529c27

(GMT+12:00) Anadyr, Kamchatka, Magadan

(CMT\_13:00) Apia, Enderbury, Tongatapu

(GMT+12:00) Fiji, Funafuti, Kwajalein, Majuro, Nauru

Delete Wipe Reset Wipe

(GMT+12:00) Auckland

# +10.4

# **SmartAttach** Up to 2GB

The maximum smartattachment size has been increased from 25MB to 2GB, which ought to be enough for anybody. Secondly, the SmartAttach API does not need to parse real MIME embedded attachments and can work with externally linked attachments faster, while protecting them from local file hijacking.

# **Native** SmartAttachments

SmartAttachments received WebClient have the SmartAttach download links completely hidden and instead displayed as if they were normal attachments, including the ability to Download All, to get all attachments in a ZIP archive, if there are two or more.

# 03/30/12 13: My Devices

05/18/10 13:

My Devices, a new menu item in WebClient, lists all ActiveSync devices setup with the user's account, and gives user the ability to Delete, Wipe and Reset Wipe for removing old devices, remotely performing a factory reset of the device, and canceling the wipe, respectively.

OK

Devices

# Manage the entire Global Address List

Personal Cards – The Personal tab by user accounts extends the user information in the console and automatically reflects all changes to GAL. Users can then continue editing their GAL entries from the My Details menu item in WebClient. This way the administrators and users collaboratively ensure the GAL is populated with reliable and up-to-date information.

Photo Optimization – Images of contact photo are checked and optimized to effective size before storing them in the database. This is automatically done in GroupWare whenever you upload a photo for contact or insert a new vCard with photo. For existing photos, before a vCard data is retrieved from the server, the contact photo is also checked and optimized if needed. The maximum size is configurable in API console.

GroupWare Database Per User Restore — Allows for specific restore of particular user, group or domain data from database backup and leaves the currently running database intact, without even requiring users to logout. No current data is deleted or changed, only new (missing) records are added. Default Backup now contains SQLite database if enabled.

File Directory Mapping – Synchronization of subdirectories (recursive folders) allows to easily map a user's Files folder to a physical drive, network drive, Dropbox/SkyDrive folder or even WebFolders (WebDAV storage). The subfolders will be available in WebClient and any changes (add/rename/delete) kept in sync between GroupWare and the filesystem or cloud.

# ... energize the team

Resource Enhancements – Car resource added in addition to Equipment and Room. Each resource has its Card like other users, which appears in Contacts and provides descriptive information including a photo. Distinct resource Manager role has been replaced by flexible permissions that allow setting up users as observers or managers with greater flexibility.

Reminders and Daily Agenda – Using the new group's API console settings, users can receive reminders and daily agenda reports of the public folder. Based on the group's mail delivery setting, members will receive such notifications to their email addresses or they will be sent to the group's inbox. Also now the reminders and notifications contain the time zone information.

#### **Administration**

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# Get the most out of high-volume servers

- Archive Policy on User Level Archive can now be enabled per domain/user using the new Policies approach. The former Archive mode was removed and an upgrade task has also been added to set the initial Archive policies properly.
- FS/DB Account Caching Professional filesystem option is replaced by accounts cache, which works for both filesystem and database and is enabled by default, used for both account lookup and authentication. All domains are cached, accounts are cached up to the threshold set for a domain. Cache is updated immediately after changes. For extremely large domains where all accounts are impossible to cache, full cache is enabled only for services, other instances (API, PHP applications) uses a special Simple Account Cache which caches only recently accessed accounts. Results in much smoother operation with up to 20000 accounts.
- Directory Cache Database driven directory cache has replaced the former disk-based approach. Simplified database queries significantly speed up busy servers employing mailbox limits with many folders in deep hierarchy, and reduce parallel disk I/O operations. Options for scheduling and manual indexing of the /mail and /archive folders are available in a new tab Advanced System Directory Cache. Directory cache is beneficial mostly for load-balanced installations.
- Small Files Cache New cache for storing small files introduced, used for caching auxiliary IMAP files, which are accessed very frequently, and accessing them from filesystem is not efficient. Results in up to 50% reduction of time from login window to Inbox in WebClient. Small Files Cache is disabled by default and not available in load-balanced installations.

- Auto Clean Rules Auto Clean rules are basically content filters being applied to already delivered messages in all users' mailboxes on each midnight. They are useful for mailbox pruning, moving messages between folders and much more.
- Shared IM Roster Editable The new IM Roster button can be used to open the domain roster file where administrator can specify any groups, domains or accounts that should be present in buddy list for this domain's users. Can be used whenever populating user's shared roster with all domain users is not suitable.
- **Domain Information IPs** Domain Information IPs section lists all system IP addresses configured in several areas (SOCKS, VoIP, FTP service, binding etc.)
- Analyze SQL Logs So that administrators can gain more insight when slowdowns of DBs are encountered, a new SQL log analyzer has been added to SQL Manager, capable of showing the duration of queries, pending queries and EXPLAIN of all SELECT statements found in the SQL log.
- Log Analyzer Direct SMTP Search For quick analysis of SMTP sessions, there's a new Direct SMTP Search option which doesn't require to import logs into database prior to search, and can directly read, filter and analyze the SMTP log.
- MailStore Server 7 Introducing compatibility with the latest version of one of the leading solutions for Email Archiving, Management and Compliance for Small and Medium-Sized Businesses.

# Mirror data between remote locations



- FTP Two-Way Synchronization Two-way sync allows replication of files between two FTP servers, or an FTP server and local storage. It tracks all changes in both source and destination directory and reflects them back to the other. Add/delete one file in source and it is added/deleted in destination and vice versa, similarly considers updated files based on their UTC timestamp and UTF-8 compliant filenames.
- FTP/SMS System Account Settings System accounts can be set on the global and domain level, with natural inheritance applied and a new Inherit button added to console. Services run from user to domain to global (if no user settings are found, domain will be checked and if not set on domain, system settings will be used). FTP user groups can be used as template settings that are applied to all users within the group.

# Create interactive voice prompts with Text To Speech

Reworked IVR – IVR console has been redesigned to support multiple actions, changing their order, and separate DTMF and timeout based actions. A %dtmf% variable was added which can be matched by RegEx rules. Execute Application action has been added to link IVR with an external script, database or any other system. CopyFile, DeleteFile and %tempfile% options allow an administrator to make a script where users can record their custom voicemail greeting. Added is an integration with external Text To Speech application, if not set the native Windows Speech API will be used including the voice settings. Added option to export IVR definition into GraphViz .gv file. IVR scripts can be tested directly in console using the Test button which emulates navigation through the IVR menu.

Call Queues – Call Queues are basically "active" Extensions, which can register or receive calls without having to create a Dial Plan in order to use them. If the extension is linked to an email account or a list of members and there are no preceding rules for the number, the extension will route the call accordingly (after dial plan, trunks and registered users).

- NAT Traversal Up from 16 Calls to 128 NAT Traversal engine has been rewritten to increase the number of traversal ports, from 32 previously (which translated to 16 voice or 8 video calls over NAT) up to 256 ports or more, where CPU speed and Internet bandwidth are the only limiting factors.
- CSV Export User Numbers and VoIP Dial Plan Export Export phone # to CSV... option exports usernames and their phone numbers. VoIP Dial Plan Export Numbers to CSV exports the current dial plan.
- **Simplified Conditions** Simplified conditions Equals, Starts with, Ends with, Contains, in addition to Strip number checkbox have been added, as an alternative to basic RegEx rules.

Compatibility Improvements — Several compatibility improvements have been made to the SIP Server: NAT Traversal was tweaked not to drop calls, Call Transfer was implemented which stitches the original and corrected call together to overcome problems with incorrect SIP-REFER (e.g. with 3CX clients and closed VoIP servers), and Gateway registration has been adjusted to comply with Android 2.3 Gingerbread built-in Internet Calls VoIP client.

# Let users build their whitelists from any email many email

**Anti-Spam** 

# IMAP Auto Black / White List — Users can now build their whitelists and blacklists by simply dragging messages from one folder to another. Copy/Move from Inbox to Spam blacklist the sender, Copy/Move from Spam to Inbox whitelists the sender. This feature thus enables easy WL/BL controls in any other 3rd party email client (Thunderbird, Apple Mail and others).

- New SpamAssassin Rules Added parsers and rules checking HTML messages with embedded images, a Received: header containing an IP address used for HELO, base64 attachments integrity and length, headers containing an unresolved template, fake Message ID in Outlook Express format, and recipient list sorted by alphabet.
- Adaptive Greylisting A special mode of greylisting can be enabled via Adaptive checkbox. The so-called "adaptive mode" only triggers greylisting of an IP address if a message received from it was classified as spam (i.e. reaches the defined score). Legitimate senders are then not affected by the initial delay in delivery.

#### **Exchange ActiveSync**

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# Solve every mobile use case on any platform

Special Folders Policy - The folder synchronization policy allows administrators to selectively switch from synchronizing only default folders or all folders, separately for mail and groupware folders, but also newly control whether Archives, Public Folders and Shared Folders will be synchronized, using the new Special Folders section.

Notes as Events – Similarly to the Tasks as Events policy, Notes can now be synchronized to devices that don't support them natively (Android) in the form of floating calendar entries. Notes can be configured to appear in today's agenda, or in a distant future not to mix up with today's events. Alternatively the notes can appear as task entries instead (suitable for iOS), either in a separate task folder or merged to the default one.

Miscellaneous – GroupWare folder management creating/renaming/deleting calendar, contact, task folders directly in devices that support it. Attachments are supported in any nested MIME level. Relative reminders are sent to/received from EAS devices for events in private folders only, i.e. reminders of shared accounts (if subscribed) do not pop up on the device. Name was stripped from email From: header on Android 2.3.4 and higher. Username configured by user is used as the From: email address when sending email. Embedded images support on Android 4.0 (EAS v12.1). Push works in loadbalanced installations by Notification service talking to all services instead of only the master server.

#### .... avoid data leaks

My Devices in WebClient - Thanks to My Devices dialog in WebClient, users can now issue a remote wipe command themselves when their device is lost or stolen, to prevent sensitive company data from falling into the wrong hands.

# **Enable text messaging** with popular providers



- Templates Selection Added Template selection added for Clickatell, Routomessaging, O2, allowing to quickly setup the URL syntax for most popular text messaging providers. The URL area is enlarged to allow easier orientation and editing of lengthy parameters.
- Full Name Preserved on Replies to SMS If you send an SMS to a number and then later on receive an SMS reply from that number, the name that you specified in the original sending will be saved and used to create the From: header of the received SMS reply.
- HTTP Gateway Client Certificates For compatibility with carriers who require client certificate based authentication to their SMS gateway, there is a new gateway tag in the smsgateway.dat file where the full path to the client certificate in PEM format should be specified for any HTTPS connections to such gateways.

#### Desktop Client

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### Turn to a native IceWarp application

Highlights – Redesigned notification popup windows. Server settings enable companies to easily customize multiple desktop clients centrally. Automatic import of holidays for the local region.

Import – New Outlook import doesn't need Outlook to be installed and allows import directly from PST files, additionally supports import of: settings, meeting attendees, free-busy statuses, account passwords and more. Thunderbird import fixes and ability to import events, tasks and rules from Lightning. Import accounts and contacts from Windows Mail. Improved field detection in CSV import.

Calendaring – Calendar, task and contact folder can now be changed in item's detail form. Quick zoom with Ctrl+mouse wheel in calendar week and day view. Optimizations in loading of contact and calendar folders. Other New Features — Ability to save a predefined subject for templates. Automatic resizing of large images in email preview. S/MIME certificates can now be loaded from Windows Certificate Store. Include entire domain option added to communication and attachment history. Improved Clear formatting function in editor. Easy modification of widget settings.

**Fixes** - Fixed bugs regarding multiple emails printing. Fixed Download messages for offline use mode. Many other fixes and optimizations.

# Connect your existing Outlook base

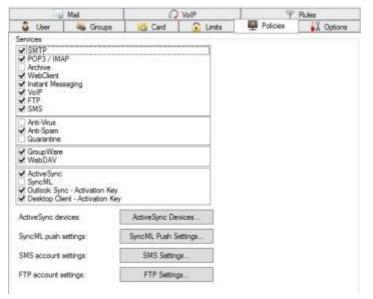


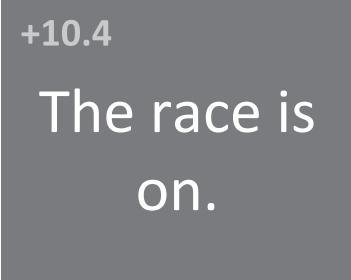
**Color Coded Categories** – Tag color support added to GroupWare, so that users can now synchronize categories between Outlook and WebClient and have their color maintained.

**New Mail Notification** – A pop up is displayed when new mail arrives and can be accompanied with custom sound.

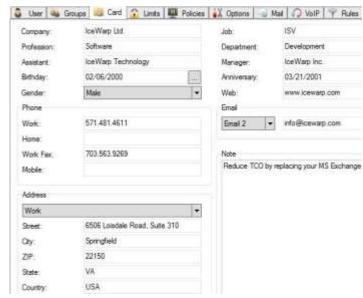
Internal Outlook Rules Support – Outlook sorting rules can be applied to messages coming to Inbox folder, in addition to server side rules accessible in the Outlook Sync interface.

**Forwarder In Toolbar** – Automatic forwarder settings can be accessed easily from the Outlook Sync toolbar.









The upgrade is free to install if your license is within renewal period. For more information and license update pricing, please contact your sales representative.

Contact us for a one on one product demo with a senior sales engineer. This will jump start the evaluation and save you time by answering all of your important questions up front and by showing you exactly how **IceWarp** Server can meet your needs.

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