



# **Administration**

**Version 2.7**



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## Introduction

This manual supports the administrator in managing and maintaining conversations (formerly teamXchange) via the graphical Web user interface.

### Further Documentation

Creating a user workstation (install MAPI connector and creating a profile)

Software interface (only german)

Installing and Configuring Apache server on Windows



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## 1. The Administration Programm

The complete **conversations** configuration is managed via the administration program. All configurations are stored in the database.

If an Apache server with a PHP module is installed, you can use the graphical user interface (GUI) with any Web browser.

If you want to use the GUI but have not yet installed an Apache server, install the Apache server first (and configure it on a Windows system; see "Installing and Configuring Apache Server on Windows").

If you don't want to use the GUI you can administer **conversations** via interface commands (see "conversations Commandline Interface" documentation).

### Launching the Administration Programm

#### On Windows:

- Start your Web browser and enter the Web server's (Apache server) hostname and port 8002

e.g. `http://conversations:8002`

or: `http://localhost:8002`

Port 8002 is automatically configured for the Apache server during the **conversations** installation.

#### On Linux:

- In your Web browser, enter the Web server's (Apache Server) host name and `conversations`,

e.g.: `http://localhost/conversations`

or: `http://conversations/conversations`

If you get an error message:

- Disable the `SELinux` Firewall settings.

The **conversations** Intranet site will display.

- Click `Administration` program.

You are prompted to enter a password and the **conversations** host.



- In addition to `Host` enter the hostname of the **conversations** server.

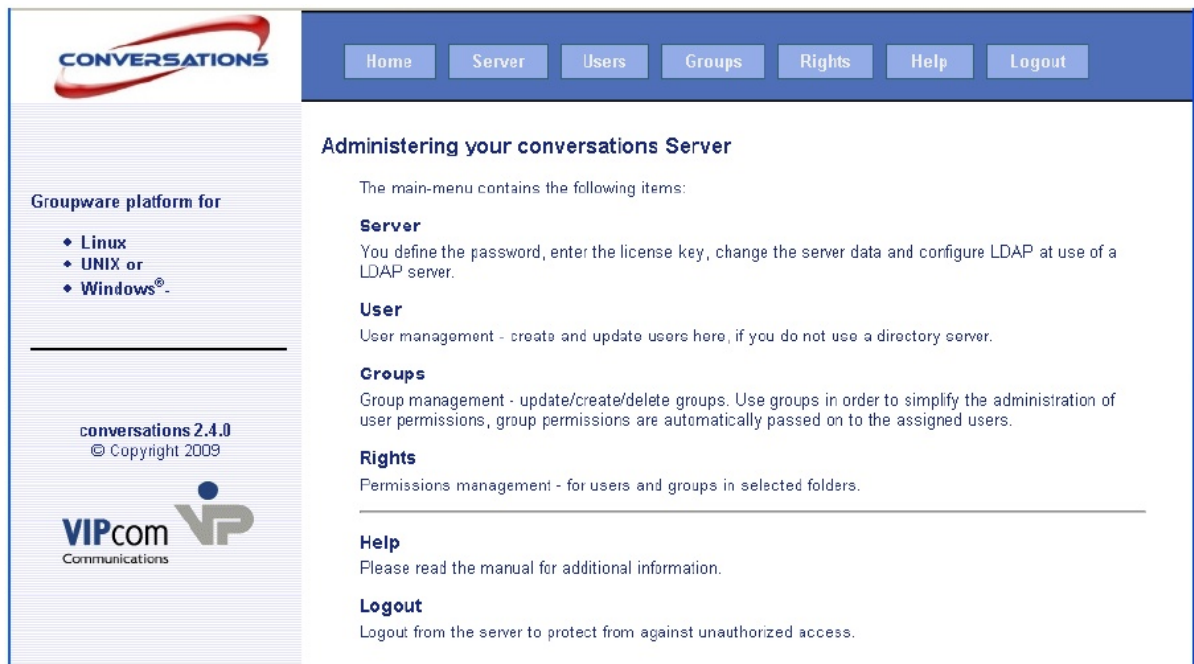
Since you have not set a password yet:

- Click `Login`.

The main menu of the administration program will display.



## Pre-Installation



Once the installation is complete, you first will have to enter your **license key**.

Then set an **administrator password**.

If you are using an **LDAP** server you need to enter some **configuration parameters**.

If required enter **group** names (e.g., marketing, sales, projectgroup 1, etc) and afterwards all **conversations users**. You can assign each user to one or more groups.

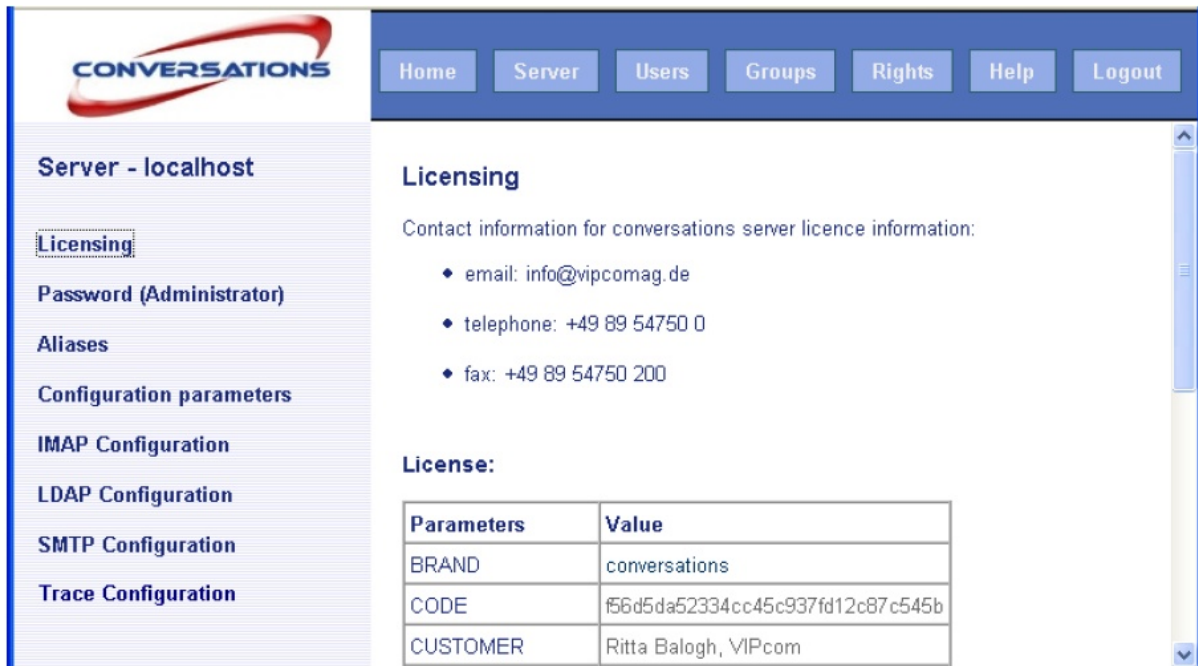
You can configure **group and user privileges** for all **folders** listed in Outlook®.

You can configure a **new license code** (e.g., for additional users) anytime, **change configuration parameters** and **enter aliases** for e-mail addresses.

## 2. Entering the license key

Unless you have not already done so during the installation, enter the **conversations** license now.

- Click `Server` and then `Licensing` on the left-hand side.



The screenshot shows the Conversations web interface. The top navigation bar includes links for Home, Server, Users, Groups, Rights, Help, and Logout. The left sidebar shows the 'Server - localhost' menu with 'Licensing' selected. The main content area displays the 'Licensing' page, which includes contact information for the server license and a table of license parameters.

**Licensing**

Contact information for conversations server licence information:

- email: info@vipcomag.de
- telephone: +49 89 54750 0
- fax: +49 89 54750 200


**License:**

Parameters	Value
BRAND	conversations
CODE	f56d5da52334cc45c937fd12c87c545b
CUSTOMER	Ritta Balogh, VIPcom

The fields in the screen below License will still be empty.

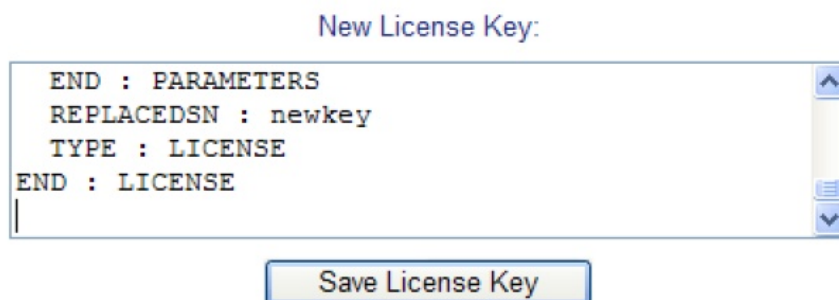
### How to enter a new license key:

- Scroll down in the license screen.



The screenshot shows the 'CONVERSATIONS' administration web interface. The top navigation bar includes links for Home, Server, Users, Groups, Rights, Help, and Logout. The left sidebar menu is expanded to show 'Server - localhost', with 'Licensing' selected. Other menu items include 'Password (Administrator)', 'Aliases', and 'Configuration parameters'. The main content area is titled 'New License Key:' and contains a large empty text input field. Below the input field is a 'Save License Key' button.

- Open your e-mail containing the new license key.
- Copy all text from `BEGIN: LICENSE` to `END: LICENSE` and paste the text into the New license key field.



This screenshot shows the 'New License Key:' field populated with the following text:

```
END : PARAMETERS  
REPLACEDSN : newkey  
TYPE : LICENSE  
END : LICENSE
```

Below the text area is a 'Save License Key' button.

- Click Save License Key.

If your entry is incorrect or the license is not valid you will receive an error message. You will also receive an error message if the current configuration data exceeds the new license. In such cases the old license remains valid.

After confirming the entries, the changed data will be displayed under `License`.

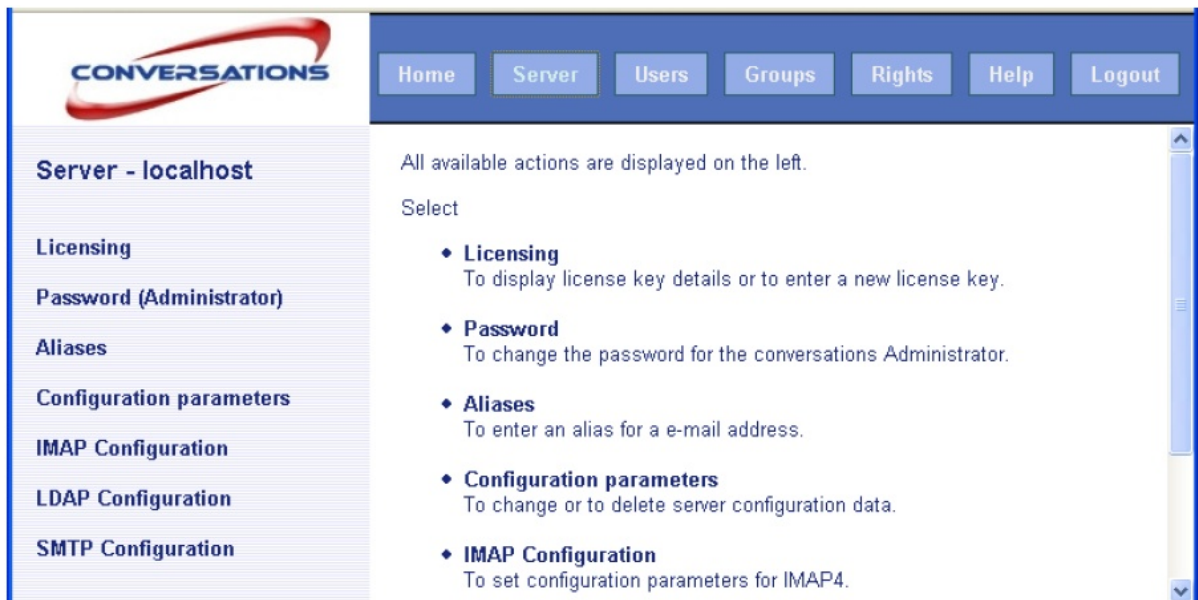
### 3. Setting the Password

When installing the application for the first time, you start by setting the administrator password.



The administration program can be launched using any user ID. **Only the password setting ensures that no unauthorized person can change the settings!**

- In the menu click `Server`.



- Click `Password (Administrator)`.

The password menu will display:

- Enter your password in the `Password` field.
- Repeat the password in the `Confirm password` field.
- Click `Set Password` to save your entry.

If the entries match, the new password is saved and is required each time you log in.



Once you have forgotten your **conversations** administrator password you will not

be granted access to the administration program anymore.

If you leave your computer you should always exit the administration program. This helps to protect the program against manipulations by unauthorized persons.

You can set a new administrator password anytime by typing `Password`.

The new password is valid immediately after having been saved.

You can use this password in Outlook® in order to generate a hidden superuser user account which is invisible to the administration program.

## 4. Entering the Administrator

During the installation fictitious addresses like `postmaster@company.com` or `webmaster@company.com` are mapped to the user `administrator@company.com`. You have possibly given another name for "administrator". In each case you have to register the "administrator account" as a **conversations** user. Also make shure that the "administrator" checks the postmaster or webmaster news regularly.

- In the menu click `Users`.
- On the right-hand side of the screen click `Create User...`

### Create User

Name:	<input type="text" value="administrator"/>
Description:	<input type="text" value="conversations administrator"/>
Password:	<input type="password" value="••••••••"/>
Confirm Password:	<input type="password" value="••••••••"/>
<input type="button" value="Create"/>	

- Enter the name of the "administrator account" into the `Name` menu option.



The name must not contain spaces or special characters.  
Only lower case letters may be used.

### Description

- Enter a description in the `Description` menu option.

### Password/Confirmation


You can assign a password for each user to ensure that only users who are logged in with the according Windows® credentials can access their data in Outlook®.

How to assign a password:

- Enter the password in the `Password` menu option.
- Repeat it in the `Confirm` menu option.
- Use the `Create` menu option to save the password.



The password must be entered twice in order to create the user profile.  
See manual "Creating a User Workstation", Chapter 2 "Creating Profile".

How to map the webmaster or the postmaster to another **conversations** user see below under [Entering Aliases](#) .

## 5. LDAP Configuration

In order to access the LDAP Directory Server some parameters must be configured for the **conversations** server.

- In the menu, click `Server` and then `LDAP Configuration`.



LDAP is switched off once **conversations** is installed.

If you want to use the LDAP connection:

- Click `LDAP on`.



The screenshot shows the 'LDAP Configuration' page in the Conversations web interface. The left sidebar contains a menu with items: Server - localhost, Licensing, Password (Administrator), Aliases, Configuration parameters, IMAP Configuration, LDAP Configuration (selected), and SMTP Configuration. The top navigation bar includes links: Home, Server, Users, Groups, Rights, Help, and Logout. The main content area is titled 'LDAP Configuration' and includes a 'Help' link. Below the title, it says 'To disable LDAP, please click the button!' and shows a button labeled 'LDAP off'. The section 'LDAP server access (Category SERVER.LDAP)' contains several input fields: URI (ldap://vpcns02.vipcomag.de:389), USER (vipcomag\demo1), PASSWD (masked with asterisks), REFFERALS (1), DBGLDAP (0), and DBGLBER (0). At the bottom of this section are 'Test' and 'Save' buttons.

You now can see which LDAP values you need to enter.

### LDAP server access

You **need to set** the following values in order to access the LDAP server:

Parameter	Description	Value
URI	LDAP server address.	<i>ldap://hostname:port</i> Example: <i>ldap://ldaphost.vipcom.de:389</i>

If **necessary**, you can set the following values:

Parameter	Description	Value
USER	Login account for LDAP server access, if anonymous access is not possible.	username
PASSWD	User password for login account.	password
REFFERALS	Follow (or don't follow) recommendations to other directories.	0 = don't follow 1 = follow (Default)
DGBLDAP	LDAP debug messages in log file	0 = no messages (Default) -1 = messages

DGBLBER	LDAP debug messages in log file	0 = no messages (Default) -1 = messages
---------	---------------------------------	--

Use the Test button to check the LDAP connection. The files will not be saved.

How to test if the LDAP server has accepted the values:

- Click **Test**.

In case of errors, the relevant messages will be displayed.

If you want to save the entered values:

- Click **Save**
- Scroll down, if necessary.

### LDAP server requests

- Scroll down, if necessary.

Set the following values for LDAP server requests:

Parameter	Description	Value
USER.DN	LDAP directory for the user query to start.	<i>path/folder</i> Example see below *1

USER.SCOPE	Set search depth 1 = add one sub-directory 2 = all sub-directories	1 or 2 Default: 2
USER.LOGINATTR	Indicates the name of the database field for the login attribute.	Example: samAccountName
USER.MAILATTR	Indicates the name of the database field for the e-mail address.	Example: mail
USER.DISPLAYATTR	Indicates the name of the database field for the user's short name which is displayed during e-mail transmission.	Example: displayName

\*1 OU=Munich,DC=vipcomag,DC=de

If there is a group in the LDAP database to which all **conversations** users need to belong:

- Click **Group** on.
- Set the following values.

Parameter	Description	Value
GROUP.DN	Indicates the group name in the LDAP database to which all <b>conversations</b> users must belong.	<i>path/folder</i> Example see below *2
GROUP.MEMBERATTR	Indicates the name of the database field for the group members.	Example: member

\*2 CN=**conversations**,OU=Munich,DC=vipcomag,DC=de

How to check if the LDAP server accepts the different values:

- Click **Test** .

In case of errors, the relevant messages will be displayed.

If you want to save the entered values:

- Click **Save** .

## 6. Registering Groups

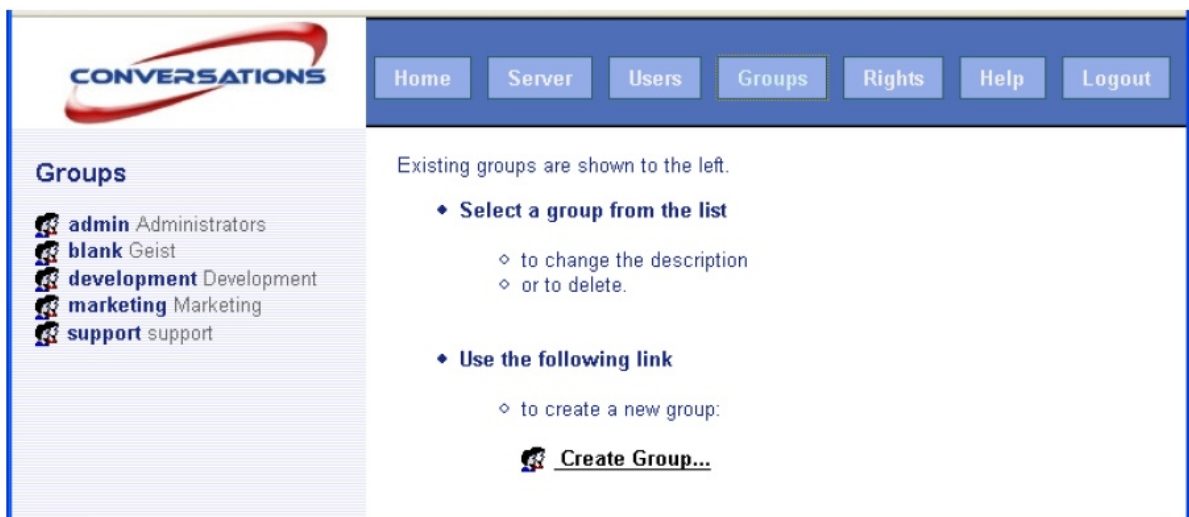
If you want to assign the same folder privileges to a number of users, the most effective way is to create a group. It is recommended to define groups (e.g. "marketing", "sales" or "projectgroup 1") before configuring individual users. This allows you to assign users to a groups once the user is created.

There is a pre-defined group called "all" to which your registered users are assigned automatically.

### Registering a New Group

How to register a new group:

- On the screen, click on `Groups`.



- Click `Create Group...`  
The `Create Group` screen will display.



### Name

- Enter the group name in the `Name` field (only lower case letters and no spaces or special characters are allowed).

### Description

- Enter a description in the `Description` field (254 characters max.).



Once you've clicked the `Create` button, the group name no longer can be changed.

To change a group name, you must first delete the group, then create a new one with the required name and assign the users to this group (see "Changing group data").

- Use `Create` to save the entry.

## Changing Group Data

How to change group data:

- Click on `Groups`. On the left-hand side of the screen, select the concerning group.

The `Edit: group` menu option expands:

The screenshot shows the 'CONVERSATIONS' web application. At the top is a navigation bar with buttons: Home, Server, Users, Groups, Rights, Help, and Logout. On the left is a sidebar with a 'Groups' section containing a list of groups: 'admin' (Administrators), 'blank' (Geist), 'development' (Development), 'marketing' (Marketing), and 'support' (support). The main content area is titled 'Edit: marketing' and includes a 'Create group...' link. Below the title are two text input fields: 'Name:' with the value 'marketing' and 'Description:' with the value 'marketing'. At the bottom of the form are two buttons: 'Apply' and 'Group delete...'.



The group name cannot be changed.

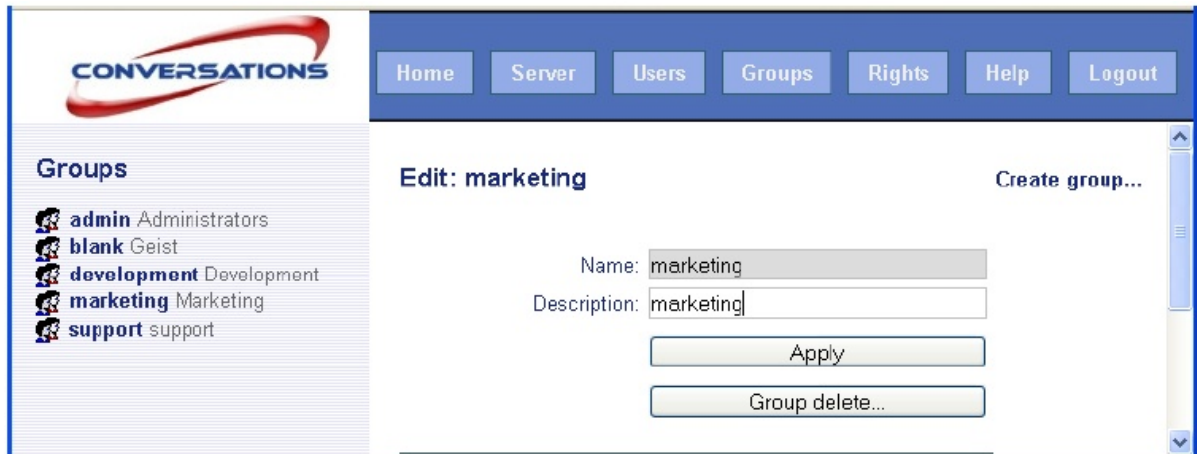
### How to change the Description

- Click `Description` in the menu and change the description.
- Click `Apply` to save the changes.

### Deleting Group Data

- Click the `Groups` menu option.
- On the left-hand side of the screen, select the concerning group .

The `Edit: group` menu option expands .



The screenshot shows the 'CONVERSATIONS' web application interface. The top navigation bar includes links for Home, Server, Users, Groups, Rights, Help, and Logout. On the left, a sidebar lists several groups: admin (Administrators), blank (Geist), development (Development), marketing (Marketing), and support (support). The main content area is titled 'Edit: marketing' and features a 'Create group...' link. Below the title, there are input fields for 'Name' (containing 'marketing') and 'Description' (containing 'marketing'). At the bottom of this section are two buttons: 'Apply' and 'Group delete...'. A vertical scrollbar is visible on the right side of the main content area.

- Click Group delete...

In order to confirm:

- Click Yes.

The group will be deleted.

## 7. Registering Users

Unless you are using an LDAP server, you will use the administration program to register all **conversations** users. You can assign each user to one or more groups. If particular folder privileges are assigned to a group, the users receive these privileges automatically once they've been assigned to the group.

### The "superuser" user

A superuser user is registered with administrative rights during the **conversations** installation. The superuser, however, is not visible in the administration interface. The superuser automatically owns all privileges for public folders and their messages/entries. You can configure a profile for this user in Outlook® with the name "superuser" and the administrator password.

### Demo user

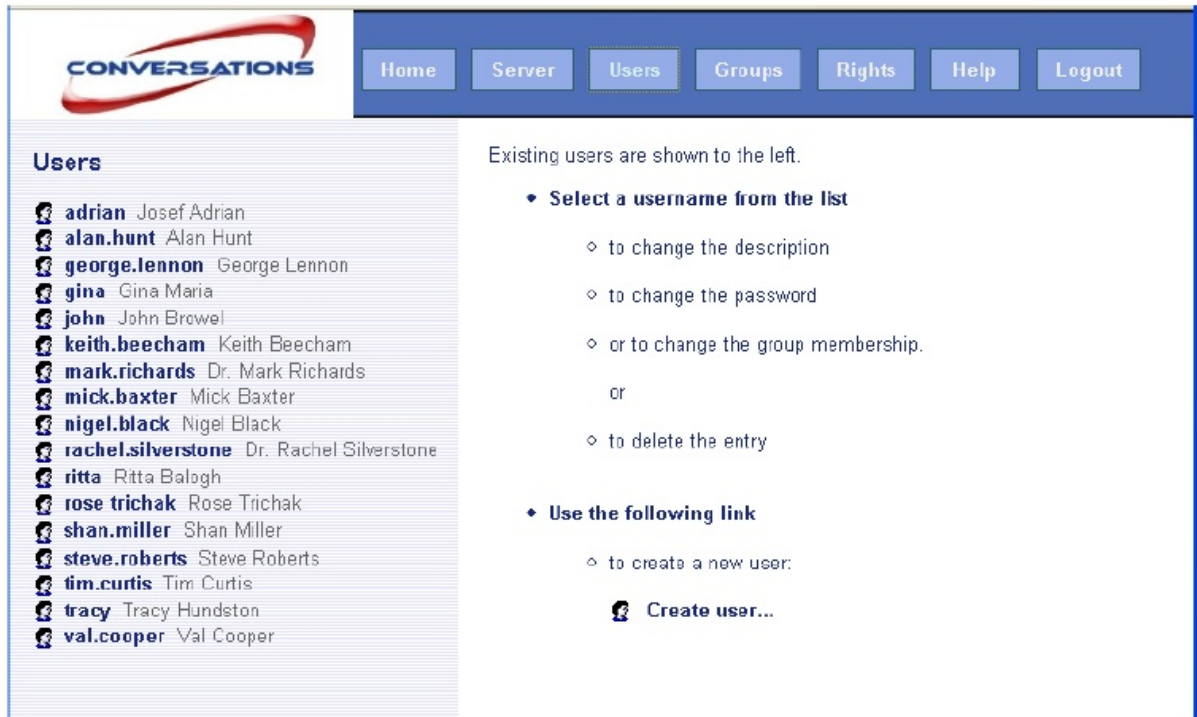
For demonstration purposes, three users are already registered after installation. Their names are demo1, demo2 and demo3.



## Registering New Users

How to register new users:

- In the menu, click on **Users**.



The screenshot shows the 'CONVERSATIONS' web interface. The top navigation bar includes links for Home, Server, **Users**, Groups, Rights, Help, and Logout. The 'Users' section on the left lists existing users with their usernames and full names. The main content area on the right provides instructions for managing these users.

**Users**

	<b>adrian</b>	Josef Adrian
	<b>alan.hunt</b>	Alan Hunt
	<b>george.lennon</b>	George Lennon
	<b>gina</b>	Gina Maria
	<b>john</b>	John Browel
	<b>keith.beecham</b>	Keith Beecham
	<b>mark.richards</b>	Dr. Mark Richards
	<b>mick.baxter</b>	Mick Baxter
	<b>nigel.black</b>	Nigel Black
	<b>rachel.silverstone</b>	Dr. Rachel Silverstone
	<b>ritta</b>	Ritta Balogh
	<b>rose.trichak</b>	Rose Trichak
	<b>shan.miller</b>	Shan Miller
	<b>steve.roberts</b>	Steve Roberts
	<b>tim.curtis</b>	Tim Curtis
	<b>tracy</b>	Tracy Hundston
	<b>val.cooper</b>	Val Cooper

Existing users are shown to the left.

- **Select a username from the list**
  - ◊ to change the description
  - ◊ to change the password
  - ◊ or to change the group membership.
  - or
  - ◊ to delete the entry
- **Use the following link**
  - ◊ to create a new user:
    - Create user...**

- Click **Create user...**



The screenshot shows the 'CONVERSATIONS' web interface with the 'Create User' tab selected. The left sidebar shows a list of users, with 'nigel.black' highlighted. The main content area has two tabs: 'Create User' (active) and 'Overview'. The 'Create User' form includes fields for Name, Description, Password, and Confirm Password, followed by a 'Create' button.

**Users**

	<b>adrian</b>	Josef Adrian
	<b>alan.hunt</b>	Alan Hunt
	<b>george.lennon</b>	George Lennon
	<b>gina</b>	Gina Maria
	<b>john</b>	John Browel
	<b>keith.beecham</b>	Keith Beecham
	<b>mark.richards</b>	Dr. Mark Richards
	<b>mick.baxter</b>	Mick Baxter
	<b>nigel.black</b>	Nigel Black

**Create User** Overview

Name:

Description:

Password:

Confirm Password:

### Name

The "name" of the user you register here becomes part of the e-mail address. This name is used as prefix to the "@" sign when an email-address is created for this user. It is recommended to use the user's first and last name and separate them with a period.

Example: You enter `keith.beechham`. The e-mail address then reads:

[keith.beechham@domainname.com](mailto:keith.beechham@domainname.com) in the new Outlook® profile.



The name must not contain spaces or special characters.  
Only lower case letters may be used.

- Enter the name of the user into the `Name` field.

### Description

- Type a description in the `Description` menu option, e.g., the user's full name.



Once you have clicked the `Create` button, the name no longer can be changed.

### Password/Confirmation

To ensure that only users who are logged in with the according Windows® credentials can access data in Outlook® you can assign a password to each user.

How to assign a password:

- Enter the password in the `Password` menu option.
- Re-enter it in the `Confirm` menu option.
- Use the `Create` menu option to save the password.



The password must be entered twice in order to create the user profile. (See manual "Creating a user workstation", Chapter 2 "Creating Profile").

## Assigning Users to a Group

When creating a user, the screen below displays after clicking the `Create` button.

If this is not the case:

- Click the `User` menu.
- On the left-hand side of the screen, select the user you want to assign to one or more groups.

**Users**

- adrian Josef Adrian
- alan.hunt Alan Hunt
- george.lennon George Lennon
- gina Gina Maria
- john John Browel
- keith.beecham Keith Beecham
- mark.richards Dr. Mark Richards
- mick.baxter Mick Baxter
- nigel.black Nigel Black
- rachel.silverstone** Dr. Rachel Silverstone
- ritta Ritta Balogh
- rose.trichak Rose Trichak
- shan.miller Shan Miller
- steve.roberts Steve Roberts
- tim.curtis Tim Curtis
- tracy Tracy Hundston
- val.cooper Val Cooper

**Edit: rachel.silverstone** Create user...

Name:

Description:

**Member of**

	Group	Description
<input type="checkbox"/>	admin	Administrators
<input checked="" type="checkbox"/>	all	All users
<input type="checkbox"/>	blank	Geist
<input type="checkbox"/>	development	Development
<input type="checkbox"/>	marketing	Marketing
<input type="checkbox"/>	support	support

- Under `Member of`, activate the group(s) to which the users shall be assigned.
- Use `Apply` to save your entries.

## Changing User Data

How to change user data:

- Click the `User` menu option. On the left-hand side of the screen select the concerning user whose.
- The `Edit: username` screen will display:



The user name cannot be changed.

- You can change `Description`, `Password` and `group membership`.

## Deleting User Data

Deleting a user in **conversations**, you includes also deleting e all the corresponding documents, entries, e-mails, etc.

- Click the `Delete user` screen In the `Edit: username` menu option.

To confirm:

- Click `Yes`.

The user will be deleted.

## 8. Changing Folder Permissions

Some folders, tasks or calendars shall only be accessed or changed by specific users or groups.

- Display the `Rights` screen in the `Rights` menu option.



All public and private folders will display.

To each folder you can assign and/or restrict user-specific privileges. The privileges ("Create", "Read", "Change" and "Delete") are assigned to this folder and to the messages (tasks, calendar entries, contacts, etc) stored in this folder.

**Existing subfolders keep** the rights they have.

**Subfolders, which are created later**, automatically **inherit** the rights of the "mother"-folder.



If you assign folder rights to users folder make sure that this user has at least read permission for the according mother folder. Without read permission for the mother folder child folders cannot be seen or accessed.

**Example:** All users shall be allowed to see the calendar of their superior. But only the superior himself and his assistants are allowed to enter new appointments or change existing entries.

In this case you assign "read-only" access to the public folder "Superior" for all users (Group all) while granting all privileges to the users "Superior" and "Assistant".

Group privileges have a higher priority than user privileges.



**Example:** User Smith has limited access to the folder "Project1". He is, however, also a member of the "Sales" group, which has unlimited access to this folder. Hence, via his group privilege, user Smith also has full access to the folder "Project1".

## Assigning Rights

You can assign privileges to **public** and **private** folders.

- On the left-hand side, open the directory `Public` or `Users`.  
Use the users name to find their private folder.
- Select the folder and the privileges to be changed, and highlight the folder.  
You can assign privileges for **public** and **private** folders.

The screenshot shows the CONVERSATIONS web interface. On the left is a navigation tree under 'Rights' with 'Public' and 'Users' folders. Under 'Users', a list of users is shown, with 'ritta' highlighted. The main area displays 'Folder: ritta' and 'Overview'. Below this is a 'Rights' section with two tables. The first table, 'Groups', shows permissions for the 'development' group. The second table, 'Users', shows permissions for the 'mark.richards' user. Below these tables is an 'Apply' button and an 'Available Groups' section showing the 'admin' group.

Groups	CM	RM	WM	DM	CF	RF	WF	DF	SFR	
development	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	delete

Users	CM	RM	WM	DM	CF	RF	WF	DF	SFR		CM	RM	WM
mark.richards	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	delete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Available Groups

Name	Description
<input type="checkbox"/> admin	Administrators



By default all users (group `all`) own all privileges for public folders.  
The owner of a private folder has full privileges for this folder.

**Rights:**

CF	RF	WF	DF	SFR
Create Folder (create subfolder)	Read Folder (read content of subfolder)	Write Folder (change content of subfolder)	Delete Folder (delete subfolder)	Set Folder Rights (have the right to set rights for this folder)

CM	RM	WM	DM
Create Message	Read Message	Write Message	Delete Message

CF, RF, WF, DF describe user rights for subfolders which are to be created in the future.

CM, RM, WM and DM are right permissions for messages (tasks, contacts, calendar entries, e-mails, etc.) located in this folder and all its subfolders, which will be created.

SFR is the right to assign rights to a folder.

**Effective Rights****Effective Rights****Rights**

Groups	CM	RM	WM	DM	CF	RF	WF	DF	SFR									
development	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	delete								
Users	CM	RM	WM	DM	CF	RF	WF	DF	SFR	CM	RM	WM	DM	CF	RF	WF	DF	SFR
mark.richards	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	delete	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Apply

Next to the user permissions on the right, you see the "effective" rights. These are rights a user owns because of his membership in one or several groups. In the example above shows that it is useless to assign restricted rights to a folder, while the user belongs to a group which has higher folder permissions.



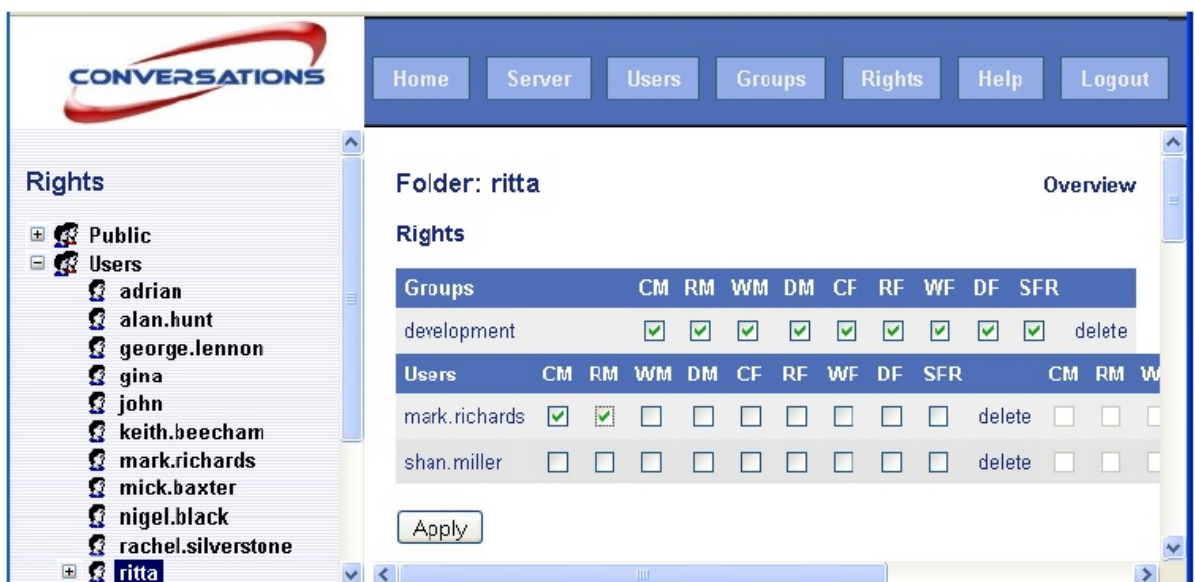
### Selecting a user/group

- Scroll down on the right-hand side of the screen.
- In the list "available user" and/or "available groups", highlight the user/group whose privileges you want to change, and click **Add**.



### Changing Rights

- Scroll up in the window.



The selected user/group is now configured in **Rights**.



- Use the button to activate the required privileges.

How to save the changes:

- Click `Apply`.

## Deleting a User from the List

If you delete a user or group from the privileges list, the according privileges will be reset to group `all`.

- Select the user/group in the `Rights` field.
- Click the permission and then click `Delete`.

The screenshot shows the 'CONVERSATIONS' web interface. On the left, a navigation menu lists 'Public' and 'Users'. Under 'Users', a list of users is shown, with 'ritta' highlighted. The main content area is titled 'Folder: ritta' and 'Overview'. It displays a 'Rights' configuration section with two tables. The first table, 'Groups', has columns for 'Groups', 'CM', 'RM', 'WM', 'DM', 'CF', 'RF', 'WF', 'DF', 'SFR', and 'delete'. The 'development' group is listed with all permissions checked. The second table, 'Users', has columns for 'Users', 'CM', 'RM', 'WM', 'DM', 'CF', 'RF', 'WF', 'DF', 'SFR', 'delete', 'CM', 'RM', and 'WM'. The 'mark.richards' user is listed with 'CM' and 'RM' checked, and 'delete' is a button. Below the tables is an 'Apply' button. At the bottom, the 'Available Groups' section shows a table with 'Name' and 'Description' columns, listing 'admin' as 'Administrators' with an unchecked checkbox.

The user/group is deleted from the list of dedicated rights for this folder.

## 9. Changing the License

When you acquire a different **conversations** license, you will receive a new license key by e-mail.

- Enter the license key in **conversations**.
- Click **Server** and then **Licensing** on the left-hand side.




The screenshot shows the 'conversations' web interface. The top navigation bar includes links for Home, Server, Users, Groups, Rights, Help, and Logout. The left sidebar shows a tree view with 'Server - localhost' expanded, and 'Licensing' selected. The main content area is titled 'Licensing' and displays contact information for the server license: email (info@vipcomag.de), telephone (+49 89 54750 0), and fax (+49 89 54750 200). Below this, a section titled 'License:' contains a table with the following data:

Parameters	Value
BRAND	conversations
CODE	f56d5da52334cc45c937fd12c87c545b
CUSTOMER	Ritta Balogh, VIPcom

Your current license data is displayed in **License** :

### How to enter a new license key:

- Scroll down in the license screen.
- Open your e-mail containing the new license key.
- Copy all text from **BEGIN: LICENSE** to **END: LICENSE** and paste the text into the **New license key** field.



The screenshot shows the CONVERSATIONS web application interface. At the top, there is a navigation bar with buttons for Home, Server, Users, Groups, Rights, Help, and Logout. On the left side, there is a sidebar menu with the following items: Server - localhost, Licensing (which is highlighted with a dashed border), Password (Administrator), Aliases, and Configuration parameters. The main content area displays the 'New License Key:' label above a large text input field. Below the input field is a button labeled 'Save License Key'.

- Click Save License key.

If your entry is incorrect or if the license is not valid, you will receive an error message. You will also receive an error message if the current configuration data exceeds the new license. In such cases, the old license remains valid..

After confirming the entries, the changed data will be displayed under `license`.

## 10. Entering Aliases

For each email address you can register alias name(s).

Example: for the email address `keith.beechham@vipcomag.com` you can type `keith@vipcomag.com` in as alias name.

During the installation fictitious addresses like `postmaster@company.com` or `webmaster@company.com` were mapped to an "administrator" account (see "[Entering the Administrator](#)"<sup>14</sup>).

- Click `Server` in the menu and then `Aliases`.



The screenshot shows the Conversations web interface. The top navigation bar includes links for Home, Server, Users, Groups, Rights, Help, and Logout. The left sidebar menu lists various configuration options, with 'Aliases' highlighted. The main content area is titled 'Aliases' and contains a section for 'Kategory Aliases'. It features two input fields: 'Alias email address' and 'email address'. Below these fields are buttons for 'Save', 'Delete', 'Search', and 'Search all Aliases'. A horizontal line is visible below the buttons.

- In the field `Alias email address` enter the alias e-mail address.
- In the field `email address` enter the already existing e-mail address of the user
- Click `Save`.

### To view the existing Aliases:

- Click `Search all Aliases`.



The screenshot shows the 'CONVERSATIONS' administration interface. The top navigation bar includes links for Home, Server, Users, Groups, Rights, Help, and Logout. The left sidebar lists various configuration options: Server - localhost, Licensing, Password (Administrator), Aliases, Configuration parameters, IMAP Configuration, LDAP Configuration, and SMTP Configuration. The main content area is titled 'Aliases' and contains a section for 'Kategory Aliases'. This section includes two input fields: 'Alias email address' and 'email address'. Below these fields are buttons for 'Save', 'Delete', 'Search', and 'Search all Aliases'. A table displays the existing aliases with two columns: 'Alias' and 'Address'.

Alias	Address
postmaster@con.vipcomag.de	administrator@con.vipcomag.de
conversations@con.vipcomag.de	administrator@con.vipcomag.de
webmaster@con.vipcomag.de	administrator@con.vipcomag.de

The existing aliases are displayed.

**To change the assignment of an alias name to a user address:**

- Copy the alias name from the list to the field `Alias email address`.
- In the field `email address` enter the e-mail address of the new user.

**To delete an Alias:**

- Copy the alias name from the field `Alias` to the field `Alias email address`.
- Click `Delete`.

## 11. Server Configuration

Configuration values are configured during the installation of the database. Here you can change, read and delete values.

DOMAIN cannot be deleted, PORT1 cannot be changed!

Further parameters can be set with New Parameters.

### Change Configuration Parameters:

- Click **Server** in the menu and then **Configuration Parameter**.

The screenshot shows the 'CONVERSATIONS' web application interface. The top navigation bar includes links for Home, Server, Users, Groups, Rights, Help, and Logout. The left sidebar menu lists various configuration options: Server - localhost, Licensing, Password (Administrator), Aliases, Configuration parameters (highlighted), IMAP Configuration, LDAP Configuration, and SMTP Configuration. The main content area is titled 'Configuration Parameters' and 'Server Configuration (Category SERVER)'. It displays several configuration parameters as input fields: CONNPOOL (1), DOMAIN (vpcrw40.vipcomag.de), NORMALPROPLIMIT (256), PORT1 (8000), PORT2 (8001), TRACEFLAGS (0), and TRACELEVEL (2). A 'Help' link is visible in the top right corner of the configuration area.

You can change the following configuration parameters:

Parameter	Description	Value
ACLURL	URL to the rights management which is configured in the Tomcat server.	URL
DOMAIN	Domain name of the <b>conversations</b> server.	domain name., e. g. txc.vipcomag.de
PORT1	First port used by the server. *1	8000

TRACELEVEL	Trace level 0 = errors, 1 = warnings, 2 = debug, 3 = call (logs all function calls) <b>Attention!</b> (see below)	Example: 0
TRACEFLAGS	Trace flags	Example: 65664

\*1 **conversations** uses ports 8000 and 8001. If you have indicated another port during the installation, you may want to change the port now. This is possible only via the umapi interface (see manual "**conversations** Commandline Interface", "Configuration Commands").

Port 2 always is one digit higher than port 1.

**Caution: The port should be changed only if the worst comes to the worst!!**



If you do not use 8000 for port 1, you have to consider the following: If the host name of the **conversations** server is required, you always have to additionally enter the port. This concerns the login for the administration program as well as all Outlook profiles and the umapi admin interface commands.

Instead of hostname you will have to enter: `hostname:port`, e.g.:  
`localhost:4711`



**Attention!** Trace level produces numerous output which may cause the **conversations** server to slow down.  
Trace flags can be placed only if trace level 3 is set.

In order to trace errors efficiently, contact our support team!

### How to change the value of a Configuration Parameter:

- Change the value and click the button `Save`.

### How to delete a configuration parameter:

- Click in the Parameters field.
- Click `Delete Parameter`.

## Set Configuration Parameters

You can change the following configuration parameter:

Parameter	Description	Value
CONNPOOL	Number of database connections initialized at the server start.	Number of users who work usually simultaneously with <b>conversations</b> . If the value is not set, the login can delay.

- Click `New Parameter`.
- It may become necessary to scroll down.

The screenshot shows the 'conversations' web application interface. On the left is a sidebar menu with the 'conversations' logo and options: 'Server - localhost', 'Licensing', 'Password (Administrator)', 'Aliases', and 'Configuration parameters'. The 'Configuration parameters' option is selected. The top navigation bar contains links: 'Home', 'Server', 'Users', 'Groups', 'Rights', 'Help', and 'Logout'. The main content area is titled 'Insert new parameter' and contains two input fields: 'Parameter' and 'Value'. The 'Parameter' field has a dropdown menu currently showing '— select —'. Below the input fields is a 'Save' button.

- In the parameters list click the parameter you want to set.
- In the field `Value` enter the value.
- Click `Save`.

**The new parameter is now added to the list.**



Most configuration parameters get effective only after the next server start.  
Exceptions are: `TRACELEVEL` and `TRACEFLAGS`

- In order to activate the new parameters restart **conversations** if possible.



## 12.Trace Configuration

Here you can set or change the parameters which regulate

- when and how to create a new logfile
- how to handle old logfiles.



The parameters must be changed only if a high trace level is adjusted causing many error messages be written into the logfile. For normal mode the default settings are sufficient.

- Click `Server` in the menu and then `Trace Configuration`.

In the picture you see the default settings.

The following parameters regulate when and how to create a new logfile:

Parameter	Description	Value
LOGROTATE	If the parameter is on (1), the logfile <code>umapi-server.log</code> will be kept, if the parameter is off (2), the logfile will be overwritten.	0 = off 1 = on (Default)
ROLLMODE	Date to create a new logfile.	ROLLDATE: A new logbook is created every day at midnight.

		ROLLSIZE: A new logbook will be created, if the FILESIZE is exceeded (default)
FILESIZE	If the filesize is exceeded, a new logfile will be created (even if ROLLDATE is set).	filesize, e. g. 52 . 428 . 800 (bytes) (Default)

**The following parameters regulate when old logfiles shall be deleted.**

Parameter	Description	Value
MAXFILES	Number of logfiles kept.	Examples: 0 = keep all 7 = keep 7 logfiles (default)
MINAGE	Number of days before delete.	Examples: 0 = none 7 = 7 days (default)

**How to change the value of a Configuration Parameter:**

- Change the value and click the button `Save`.

**How to delete a configuration parameter:**

- Click in the Parameters field.
- Click `Delete Parameter`.

## 13. Mail Transport Configuration (SMTP)

For the mail transport some parameters can be configured.

### Set configuration parameters:

- Click `Server` in the menu and then `SMTP Configuration`.

You can set the following parameters for sending messages (MIMESND):

Parameter	Description	Value
JDEBUG	The entire communication with the mail server is documented in <code>umapi-mimesnd.log</code>	1 = activates Javamail debug
SMTPHOST	Enter the name of the smarthost, if you use one.	host name default: <code>localhost</code>
UMSGW	If you use a PAPAGENO fax server, enter the name of the gateway server.	host name

You can set the following parameters for receiving messages (MIMERCY):

Parameter	Description	Value
KEEPLOG	Keep all incoming emails in the	1 = keep

	log directory (undeliverable incoming emails with parse error will not be saved)	
LOGIO	Save undeliverable incoming emails.	1 = save

## Overview

To be saved in the logbook	Parameters to be set
Incoming emails, even all undeliverables.	KEEPLOG, LOGIO
Undeliverable incoming emails with the exception of the emails with parsed error.	No parameter
All incoming emails, even undeliverables with the exception of the emails with parsed error.	KEEPLOG
All undeliverable incoming emails, even those with parsed error.	LOGIO



**Attention!** JDEBUG, KEEPLOG and LOGIO need a lot of disk space. The **conversations** server might slow down.

**In order to trace errors efficiently or if you have any questions contact our support team!**

## Setting Configuration Parameter

- Click `New Parameter`.
- You may have to scroll down.
- Select the appropriate parameter from the parameters list.
- Enter the new value in the field `Value`
- Click `Save`.

The new parameter will now be shown in the list.

## If you have changed configuration parameters for sending:

- Via the Windows control panel `Services` you have to restart the service `conversations Send Process`.

## Windows: To fetch mails from your provider with fetchmail

If users wish to automatically forward e-mails from their Internet mail account to **conversations**, configure the program fetchmail. This program polls for mails at specified intervals and stores them in the **conversations** database.

- Open `C:\Programme\conversations\james-2.3.1\apps\james\conf\james-fetchmail.xml`.

### To enable fetchmail:

- Look for the line `<fetchmail enabled="false">` and replace the value `"false"` by `"true"`.
- Look for the line `<fetch name="mydomain.com">`. If you want to, you can replace `mydomain.com` by a description i. e. what `fetchmail` does.
- Replace `mydomain.com`, if required.

### To insert the internet email account and the conversations account of the user:

- Look for the line  
`<account user="myglobalaccount" password="password"  
recipient="postmaster@localhost" ignorercpt-header="false"/>`
- Replace  
`myglobalaccount` by the user's address of his internet email account,  
`password` by the user's password of his email account,  
`postmaster@localhost` by the user's **conversations** address,  
`false` by `"true"`.

#### Example:

```
<account user="deep@online.de" password="smokeon" recipient="deep@conversations.vipcomag.de"  
ignorercpt-header="true"/>
```

### You can add further users in the next lines

#### Example:

```
<account user="deep@online.de" password="smokeon" recipient="deep@conversations.vipcomag.de" ignorercpt-header="true"/>  
<account user="purple@online.de" password="thewater" recipient="purple@conversations.vipcomag.de" ignorercpt-header="true"/>
```

### Inserting the POP3 host name of the server, from which the mails shall be fetched

- Look for the line  
`<host>pop.server.com</host>`
- Replace `pop.server.com` by the host name of the POP3 server.

### To make shure that the mails will be accepted by conversations:

- Look for the line  
`<userundefined reject="true" leaveonserver="true" markseen="false" />`
- Next to `userundefined reject` replace `true` by **false**

### You can change the interval, in which new mails are requested:

Default is: 10 minutes ( 600000 milli seconds).

If you want to change this interval:

- Look for the line  
`<intervall>600000</intervall>`
- Replace 600000 by another value in milli seconds.

### To activate the changes

- Save the file `james-fetchmail.xml`.
- Restart the James mail server.

## Linux: To fetch mails from your provider with fetchmail

If users wish to automatically forward e-mails from their mail account to **conversations** you configure the program `fetchmail`. This program polls for mails at specified intervals and stores them in the **conversations** database.

### Overview:

- First you **create the file** `.fetchmailrc`. You can do this manually or via the graphical interface `fetchmailconf`, only available for a few Linux systems.
- Then you have to **test** the transfer.
- As soon as this works **configure** the file `fetchmail` **as a service**.

### Create `.fetchmailrc`.

- Login as user `root` on the Linux computer on which `fetchmail` is installed.
- Create the file `.fetchmailrc` in the directory `home`.

The sample file shows only the most important entries:

```
set bouncemail
set no spambounce
set properties " "
set daemon sekunden
poll internetprovider via pop3server
with proto POP3
    user 'username1 @provider' there with password 'password' is 'username1' here
options
    user 'username2 @provider' there with password 'password' is 'username2' here
options
    user 'username3 @provider' there with password 'password' is 'username3' here
options
```

set daemon *seconds*: You can enter the interval in which to poll for new mails, e. g. 120 (seconds)

poll *internetprovider* via *pop3server*:

*internetprovider*: e. g.: `online.de`

*pop3server*: name of the POP3 server, e. g.: `pop.lund1.de`

Internet mail account, password and **conversations** account for every user are listed in the lower part. *username1@provider*: Internet mail account

*password*: Internet mail account password

*username1*: **conversations** account; (see **conversations** administrator, "Create User", "Name" (not "Description"!))

*options*: various options can be found in the manual "pages" of `fetchmail`.

- Save `.fetchmailrc`

### Test `.fetchmailrc`

- Enter `fetchmail -v`.
- Test until the transfer works successfully.

### Configure `.fetchmailrc` as a service.

- Copy the file `.fetchmailrc` into the directory `etc` with the command  
`cp /home/.fetchmailrc/ etc/fetchmailrc`
- Enter the command  
`/etc/init.d/fetchmail start`.

You are asked whether the daemon shall be installed.

- You have to agree.



## 14. IMAP Configuration

If you use IMAP clients some parameters can be configured.

### Set configuration parameters

- Click `Server` in the menu and then `IMAP Configuration`.

You can set the following parameters to log sessions:

Parameter	Description	Value
LOGIO	Enable or disable the logging of sessions.	1 = enable 0 = disable
KEEPLOG	Save all logfiles or only those with session error, provided that LOGIO is enabled.	1 = save all 0 = save only those with session error



**Attention!** KEEPLOG and LOGIO need a lot of disk space. The **conversations** server might slow down.

**In order to trace errors efficiently or if you have any questions contact our support team!**

### Setting Configuration Parameter

- Click `New Parameter`.

- Select the appropriate parameter from the parameters list.
- Enter the value in the field `Value` and click `Save`.

## 15. Debugging and Tips

### Rights Management does not start

A user tries to assign rights to one of his folders. The rights management cannot be started. ("conversations permissions" is deactivated).

- Via the **conversations** administration program make shure that this user has all necessary folder permissions (see above [Changing Folder Permissions](#)<sup>29</sup>).

### In case the user has all necessary folder permissions...

it is possible, that the parameter `ACLURL` was not automatically entered during the installation of the rights management. (`ACLURL`: contains the URL to the rights management, which is configured in the Tomcat server).

Please note: If you have entered an administrator password during the installation of the rights management, but have not yet entered a password in the **conversations** administration program, `ACLURL` will not be registered automatically.

- Make sure that the parameter `ACLURL` is not entered in the administration program under `Server - Configuration parameters`.
- Uninstall the rights management.
- Reinstall and make sure that either the correct password or no password at all is being entered.

### Error Message after starting the Rights Management

A user gets an error message after starting the rights management for one of his folders.

- Make sure that the Tomcat server has been started.
- You may configure the Tomcat server to be started automatically.



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