

SLMail Pro

Installation Guide

Version 6.3

**SLMail Pro Version 6.3
Installation Guide
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1. Introduction

SLMail Pro provides a new level of performance and reliability for email users. With today's high volume of spam and virus attacks, SLMail Pro offers a tremendous value for organizations needing a cost effective email server.

SLMail Pro contains:

- an email server for sending (SMTP) and receiving email messages (POP3). It has been recently upgraded to include over 300 internal improvements.
- MailWarden Pro content filtering that you can use to screen your email messages. It offers two optional components, Anti-Virus and Anti-Spam, on an annual subscription fee basis. The Anti-Virus component uses the award winning Norman engine. The Intelligent Anti-Spam connects to a real time, constantly updated Global Spam Center that identifies and tracks spam attacks worldwide. Because it only validates known spam, you end up with zero false positives.
- SLWebmail offers access to email from any web browser. It is separately managed so you can control who can retrieve their email using its simple web interface.
- SL Report Center delivers analytic reports on email traffic, to/from pairs, subject, attachment types, and "top ten" internal and external users.

The installation of SLMail Pro has been tested in many environments. It installs in a few minutes and delivers a powerful email solution for organizations from a few people to thousands.

Please take your time to read the documentation and follow its instructions to avoid mistakes and confusion.

Welcome to SLMail Pro!

How to Contact SeattleLab

Users with Support contracts can contact our Total Customer Care specialists for assistance.

Technical Support:

- Email: support@seattlelab.com
- Live Chat – go to www.seattlelab.com support

Sales:

- Email: sales@seattlelab.com

2. System Requirements

Please review the list of pre-requisites below before you install SLMail Pro.

Note: If you are upgrading from a previous release of SLMail or SLMail Pro, please see the Upgrade Guide.

2.1 Supported Operating Systems

Must have:

- IIS 4.0 or higher installed
- all of the latest Windows updates installed
- NTFS formatted file system

Microsoft Windows Server 2003

Microsoft Windows 2000 + SP4.

Microsoft Windows NT4.0 + SP6a

2.2 Hardware

Pentium III and above.

Disk space: 500MB minimum, 1 GB Free Space or more recommended

Memory: 256 minimum, 512 MB or higher recommended.

2.3 TCP/IP

TCP/IP Stack (MS Winsock 2.0 or greater) Static TCP/IP Address.

2.4 Internet Server

The Microsoft IIS 4.0 or higher internet server must be installed for the SLMail Pro administration interface.

2.5 Web Browser

Internet Explorer with JavaScript and cookies enabled – 6.0 minimum.

Note: By default, the IE security setting in a Windows2003 installation is at the highest level. This prevents JavaScript running and all cookies. When a user attempts to logon to the SLMail Pro admin center for the first time from Windows, the OK button is disabled but no error messages is given (if cookies and JavaScript are disabled). This is because normally a small piece of JavaScript is run to check that IE meets minimum requirements and then enables the OK button. The Windows security setting needs to be lowered to accept cookies and run JavaScript.

2.6 Privileges

You must have System Administration rights on the server to install SLMail Pro.

3. SLMail Pro Installation

When you install SLMail Pro you get the SLMail Pro email server, SL Report Center, SL WebMail, and MailWarden Pro (Content Filtering - with optional Anti-Spam and Anti-Virus).

3.1 Checklist

- If you are an existing SLMail Pro user, follow the directions in the SLMail Pro Upgrade Guide.
- Make sure IIS 4.0 or higher is installed on the SLMail Pro server.
- Install SLMail Pro
- Install the optional Anti-Virus (evaluation if you are not a licensed user)

Warning! Turn off all Anti-Virus/Spyware programs before installing SLMail Pro. You may receive a SLMail migration error at the end of the installation process. A description of how to work around this error is included in the Installation Steps.

3.2 Installation Steps

1. Double-click on the self-extracting SLMail Pro installation file downloaded from the SeattleLab website (www.seattlelab.com).

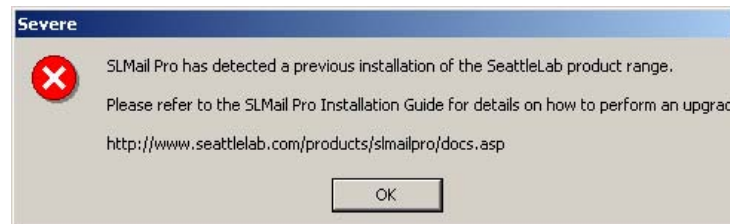
You may also select the Run command from the Start button on the taskbar, choose the directory in which you saved the file, and execute the file to begin the SLMail Pro installation.



2. SLMail Pro checks to see if you have a SeattleLab product already installed.

If you have one of the following products installed, you will have to follow the upgrade procedure outlined in SLMail Pro Upgrade Process:

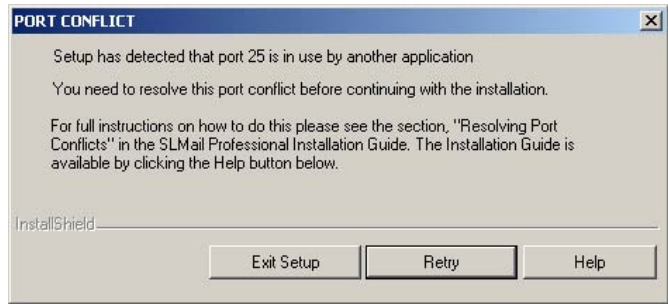
- SLMail any version
- SLMail Pro 6.x
- MailWarden _S_33
- WebMail 3.0
- SLSupervisor 2.0
- MailWarden Pro



3. During the Installation process, SLMail Pro checks to see if port 25 is free. If it is in use by another application the following error is generated.

You must resolve this port conflict before the installation can continue.

If you know the third party application that is listening on the conflicting port, then stop and/or disable it and hit Retry on the Port Conflict Dialog.

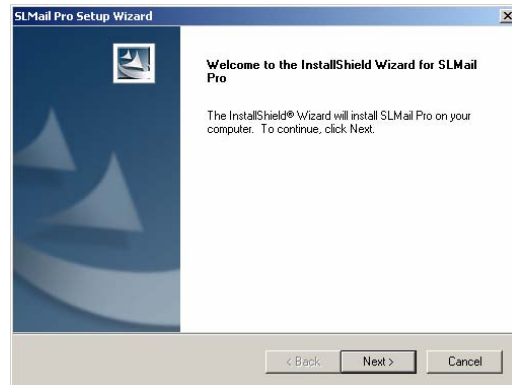


Note: If the port conflict is on port 25, then in the majority of cases, the application causing the conflict will be the Microsoft Simple Mail Transfer Protocol service. In order to disable this service, follow the steps below:

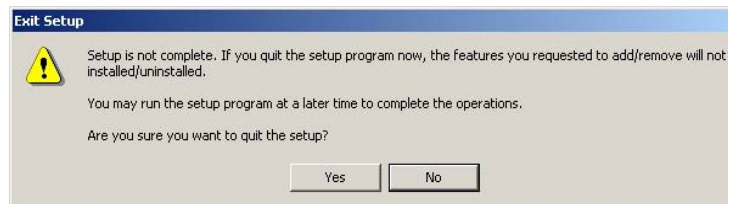
1. Go to Start | Programs | Administrative Tools | Services.
2. Search for Simple Mail Transfer Protocol.
3. Right click on Simple Mail Transfer Protocol and select stop.
4. Right click on Simple Mail Transfer Protocol and select Properties. Set the Startup Type to Disabled.
5. Select Retry on the SLMail Pro Port Conflict Dialog.

4. If there are no conflicts, the SLMail Pro installation wizard will begin.

Click **Next** to continue.

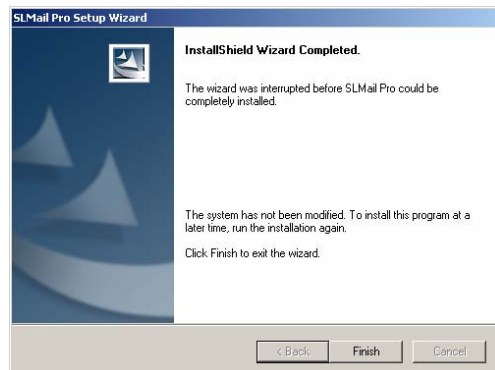


If you select **Cancel**, this screen is displayed.



If you select **Yes**, the Finish confirmation is displayed.

Select **Finish** to quit the SLMail Pro installation.



- If you selected **Next** on the SLMail Pro Installation Welcome dialog box to continue with the installation, you will be prompted for the License Agreement acceptance.

Select **Yes** to accept the license agreement.

Click **Next** to continue.



- You must enter:

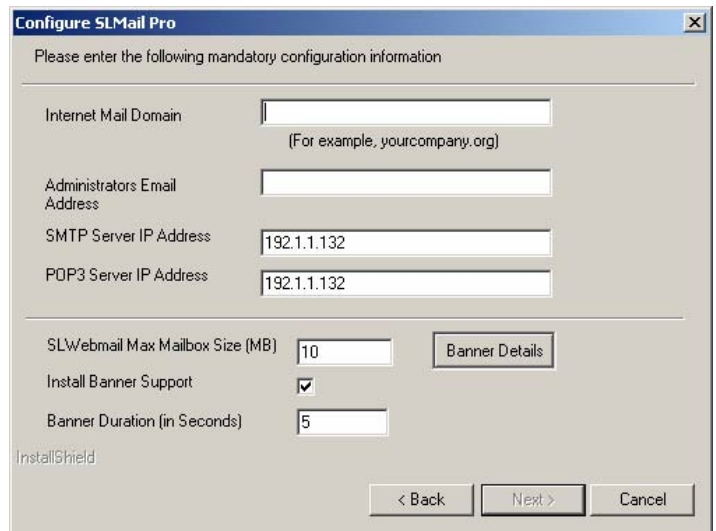
Internet Mail Domain (i.e. seattlelab.com)

Email Address for the Administrator

Verify the SMTP and POP3 server IP addresses are correct.

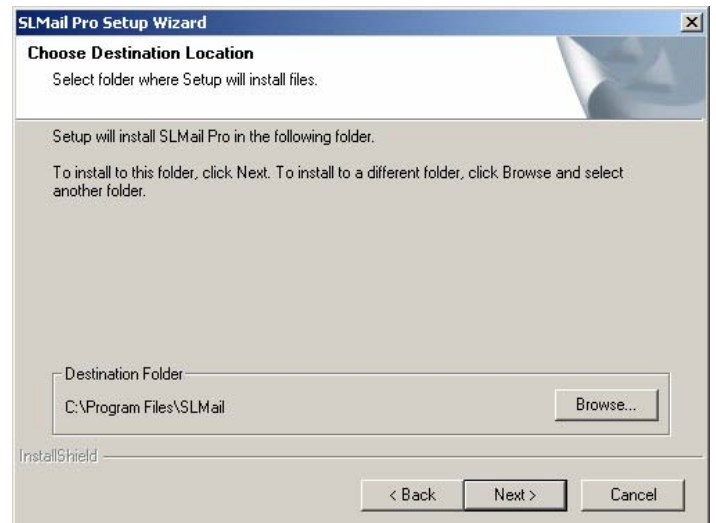
If you use the SLWebMail feature you can set the mailbox size here. By default this is set to 10MB (maximum size is 99MB).

Select **Next** to continue.



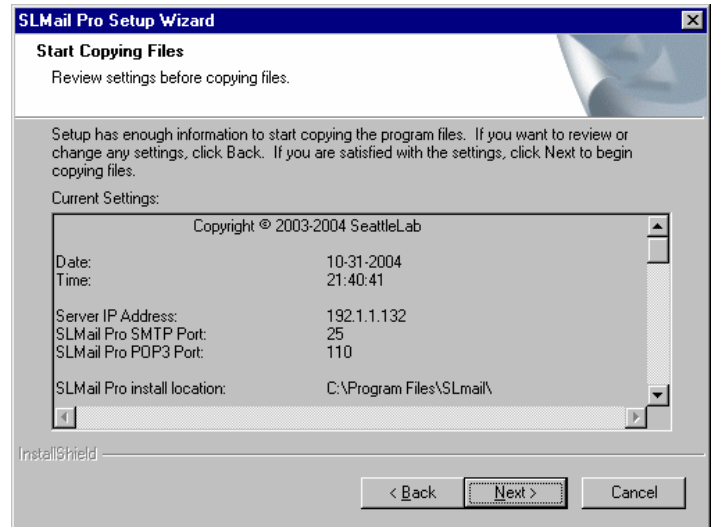
- Select **Next** to continue if you accept the default installation folder.

Select **Browse** to change the installation folder to another location. By default SLMail Pro is installed into **C:\Program Files\SLMail**.

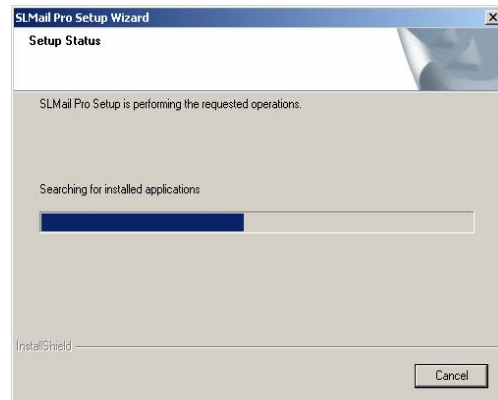


- Please review the settings you have selected.

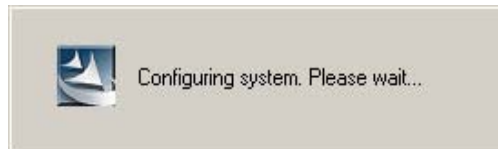
Click **Next** to continue.



- The setup process will begin copying the files.

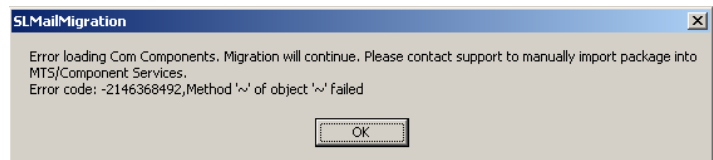


- The installation process continues.



- Note!** If you receive this SLMail Migration error, click **OK**.

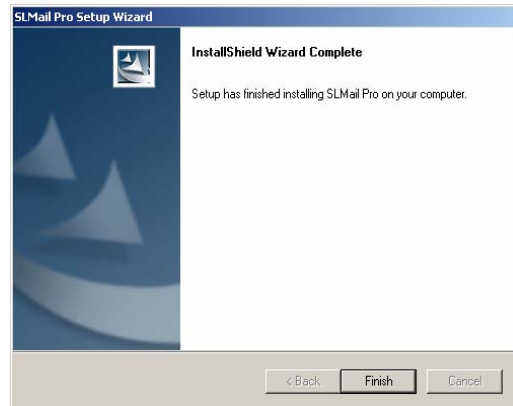
You will need to perform additional installation steps after the InstallShield wizard completes. See section 3.4.



12. Installation is complete.

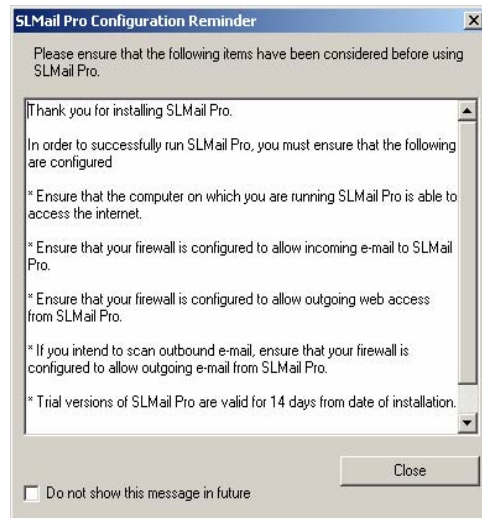
Click **Finish** to close the installation wizard.

Warning! If you receive a prompt to reboot the server, choose **No**.



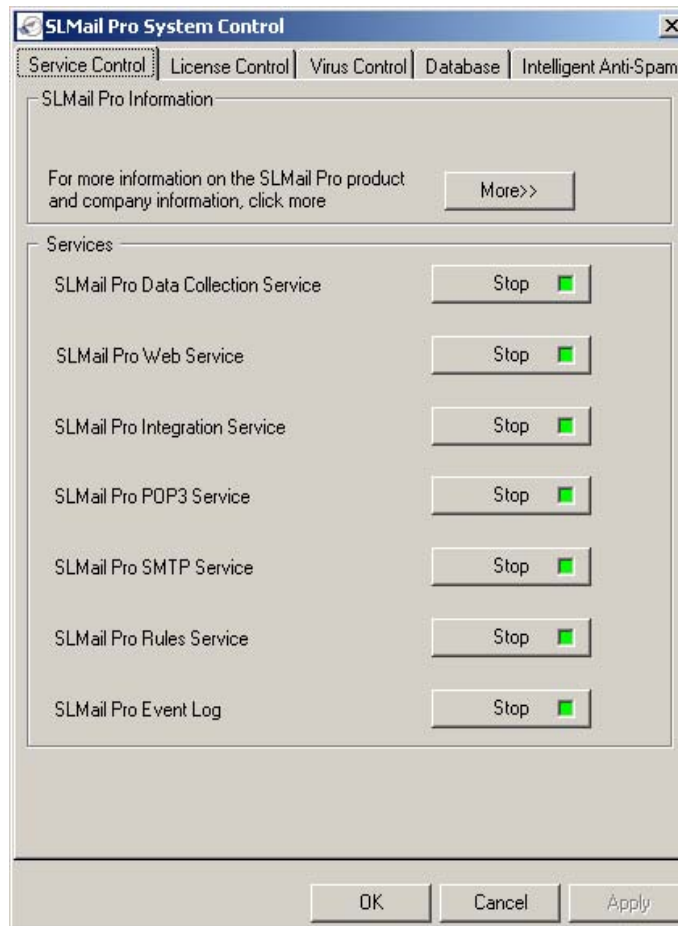
13. Please review the message in this panel.

Click **Close** to continue.



3.3 SLMail Pro System Control Panel

The SLMail Pro System Control Panel is automatically launched. If you wish to use the optional Norman Anti-Virus, you need to download and install the Norman Anti-Virus software. For more information, please go to Section 4 Install Anti-Virus Software.



Your SLMail Pro installation is complete!

When the installation is complete, three icons appear on your desktop:

1. **SLMail Pro Administration** This is used to create and configure users, configure domains, rules, anti-relay settings and all other administration tasks on SLMail Pro.
2. **SLMail Pro System Control** This is used to stop and start the services, register licenses, configure the Anti-Virus and Anti-Spam software, and compact/repair the SLSupervisor Report database..
3. **SLMail Pro Quarantine Viewer** This is used to check what mails have been quarantined by the Anti-Spam and Content Filtering rules.

Go to Section 4.

3.4 SLMail Migration Error – additional installation steps

If you received an SLMail Migration error during the installation process, please follow these additional installation steps to correctly complete the SLMail Pro installation.

1. Check in your Active Directory users for a user account named **SLMailPro_Admin**.

NO - it is not there.

Then you must create the

SLMailPro_Admin user account.

Give it a password of **0rpl i aml S**

(it is Smailpr0 backwards...) *First character is a zero, the last is an uppercase S.*

Make it a member of the Built-in Group Administrators.

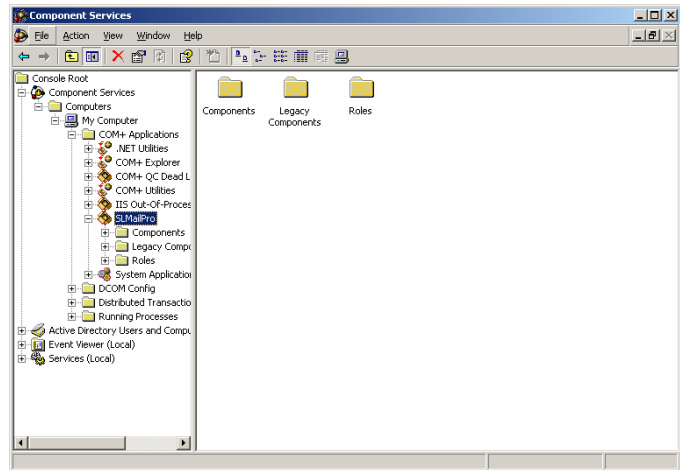
Continue with step 2.

Yes – it is there.

Continue with step 2.

2. Go to **Windows Administrative Tools\ Component Objects.**

Open
**Console Root\Component Services\
Computers\My Computer\
COM+ Applications\SLMailPro.**



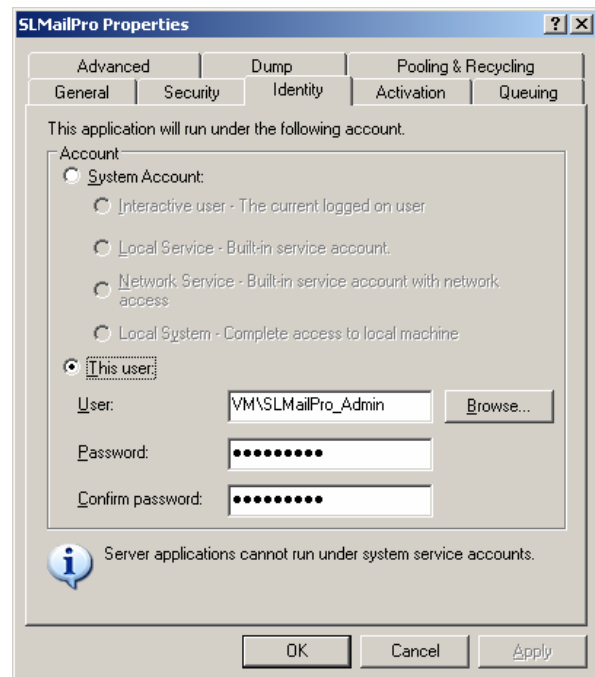
3. Right click on **SLMailPro** and choose **Properties**.

Select the **Identity** tab.

Choose **This User**.

Browse to the **SLMailPro_Admin** user and select it, then enter the password twice.

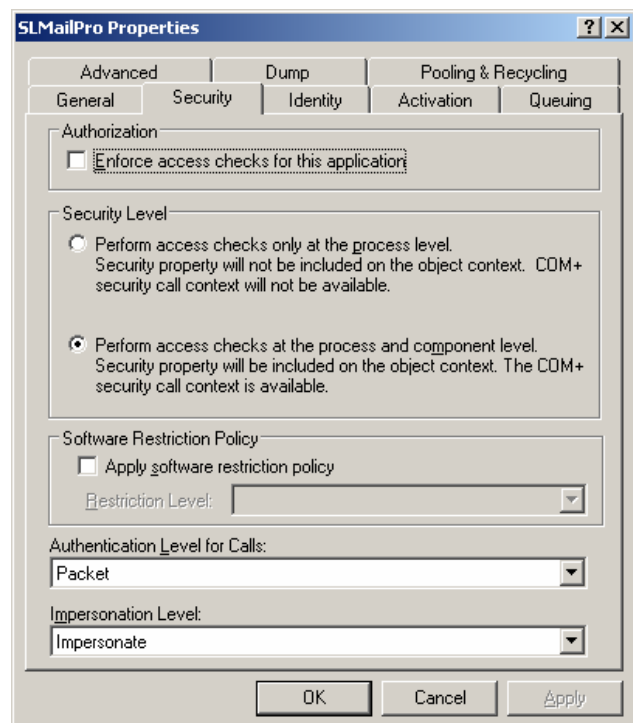
Click **Apply**.



4. Select the **Security** tab.

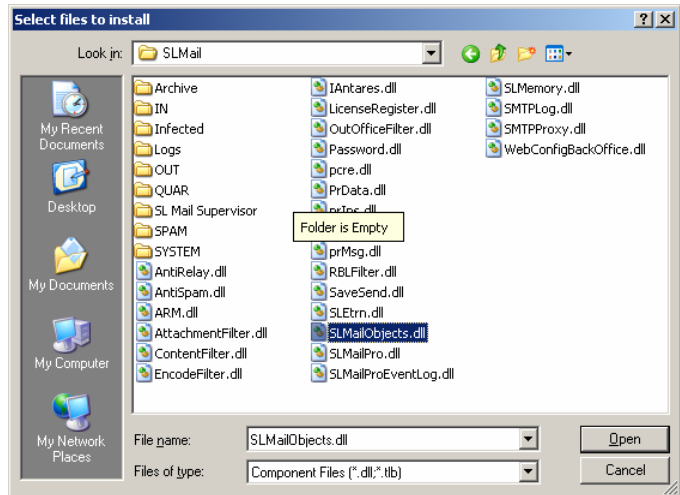
Make sure all settings match this example.

Click **OK**.



- Browse to your **SLMail** folder and choose **SLMailObjects.dll**.

Click **Open**.

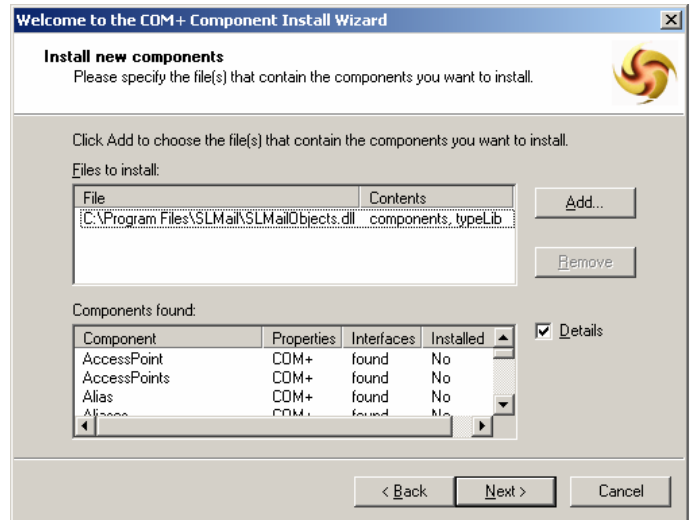


- Wait until the Install new components display completes its fill in of Components found.

Click **Next**.

Click **Finish**.

Reboot the SLMail Pro server. The SLMail Pro administration should be fully functional.



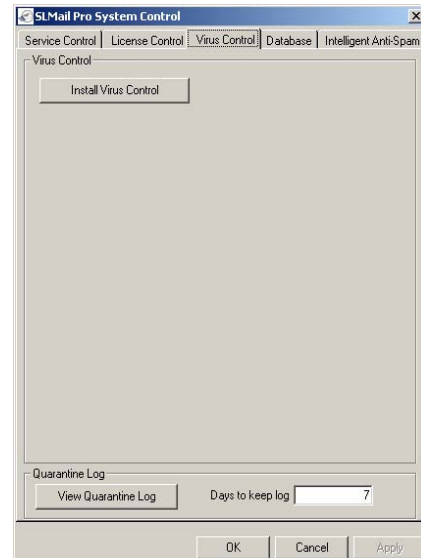
4. Install Anti-Virus Software

The Norman Anti-virus software is not installed by default.

1. Go to Start | Programs | SLMail Pro | SLMail Pro System Control



2. Select the Virus Control tab.
Click on the **Install Virus Control** button.

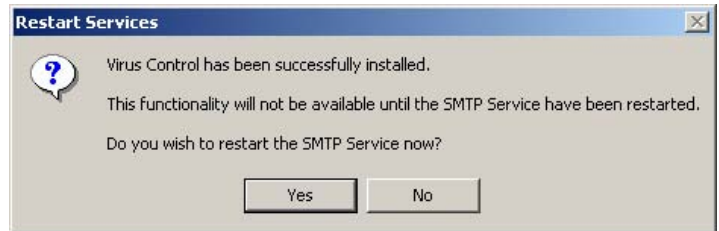


3. Select **Yes** when prompted to install.



- On completion the installer will prompt you to restart the SMTP service. Click **Yes**. This must be done to ensure virus control is activated on your system.

Warning! If you receive a prompt to reboot the server, choose **No**.

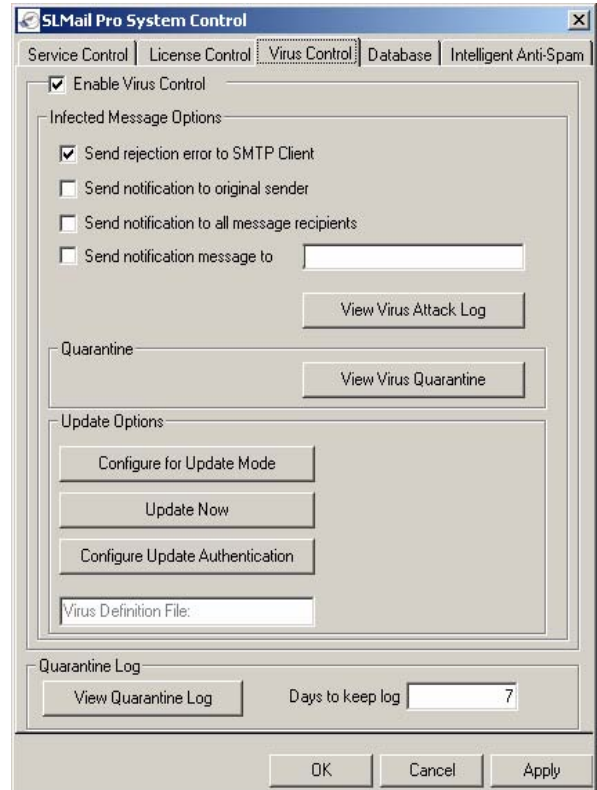


- Once the Anti-Virus software is installed, **close and reopen** the SLMail Pro System Control Panel and select the Virus Control tab to configure your Anti-Virus settings.

Make any settings changes you require.

Note: If the **Update Options** buttons do not operate, you must install the Norman 58 Hotfix 0127 2005 available from the www.seattlelab.com website.

Click **OK**



- Reboot the server.

5. License Registration

The licensing for SLMail Pro is divided into the following sections:

- SLMail Pro Evaluation Licensing
- SLMail Pro Full Purchase Licensing
- SLMail 5.5 to SLMail Pro 6.1 Upgrade Licensing
- SLMail Pro 6.0 to SLMail Pro 6.1 Upgrade Licensing
- SLMail Pro 6.1 to SLMail Pro 6.2 (no licensing changes required)

5.1 SLMail Pro Evaluation Licensing

When you download SLMail Pro from the website you receive an evaluation version of the software for 14 days. By default the SLMail Pro and Anti-Spam license certificates are installed. If you wish to use the Anti-virus you need to download the software, as outlined in Section 4 Install Anti-Virus Software, and you will receive a 14 day evaluation copy of Norman.

There is no need to install any license certificates or keys for SLMail Pro Evaluation software. After 14 days your evaluation license expires, for more information please refer to www.seattlelab.com.

5.2 SLMail Pro Full Purchase Licensing

When you purchase SLMail Pro with Anti-Spam and Anti-Virus, you need to enter 3 licenses to activate the functionality. You receive the license details via email. For more information on how to register these licenses refer to the appropriate section below:

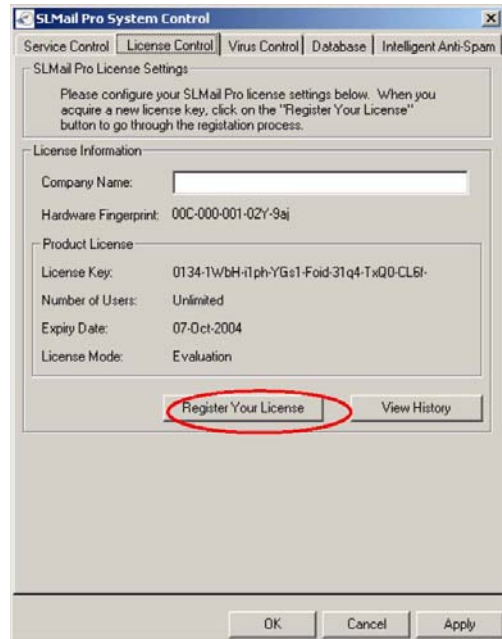
- SLMail Pro License Certificate
- Anti-Spam License Certificate
- Anti-Virus License Key

5.2.1 SLMail Pro License Registration

1. From the Start Menu select Programs | SLMail Pro | SLMail Pro System Control

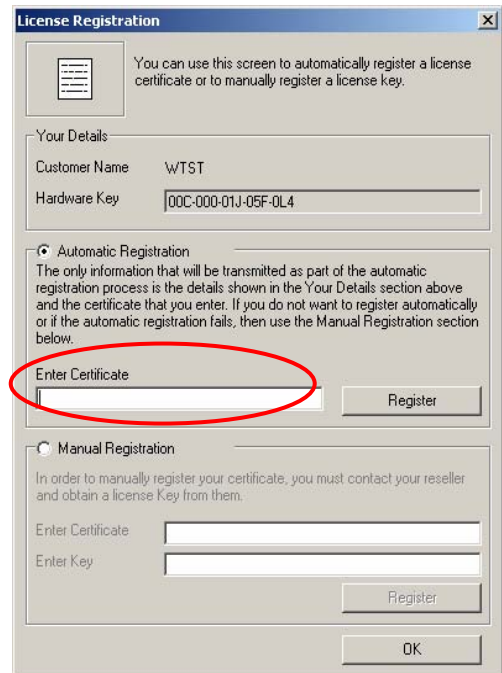
Select the **License Control** tab

2. Enter your Company Name.
3. Click **Register Your License**



4. Select the **Automatic Registration** option and enter the license certificate, which you should have received via email into the **Enter Certificate** field.

Click **Register**.



5. A pop up dialog appears to tell you that you have successfully registered your SLMail Pro License Certificate.

Note: If you receive an error message regarding contacting the License Server, please read Section 5.3 Manual License Registration.



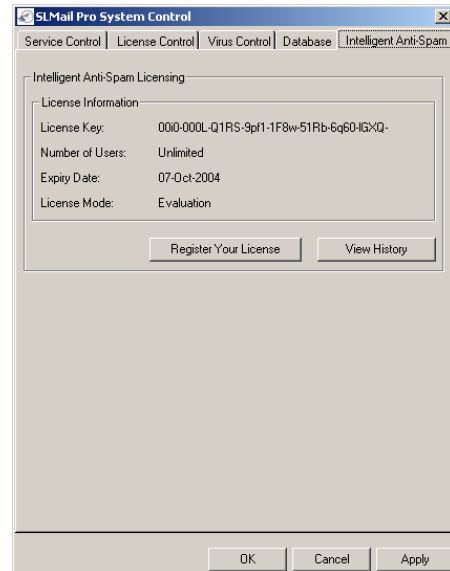
5.2.2 Anti-Spam License Registration

If you have purchased SLMail Pro with Anti-Spam you must have a license certificate to use the Anti-Spam filtering feature.

1. From the Start Menu select Programs | SLMail Pro | SLMail Pro System Control

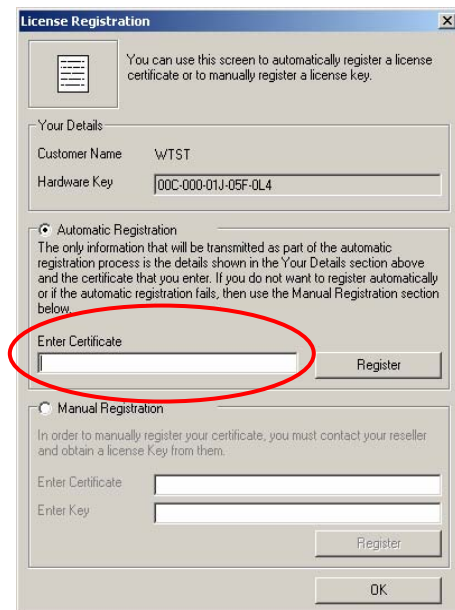
Select the **Intelligent Anti-Spam** tab

2. Click **Register Your License**



3. Select the **Automatic Registration** option and enter the license certificate, which you should have received via email into the **Enter Certificate** field.

Click **Register**.



4. A pop up dialog appears to tell you that you have successfully registered your SLMail Pro License Certificate.

Note: If you receive an error message regarding contacting the License Server, please read Section 5.3 Manual License Registration.



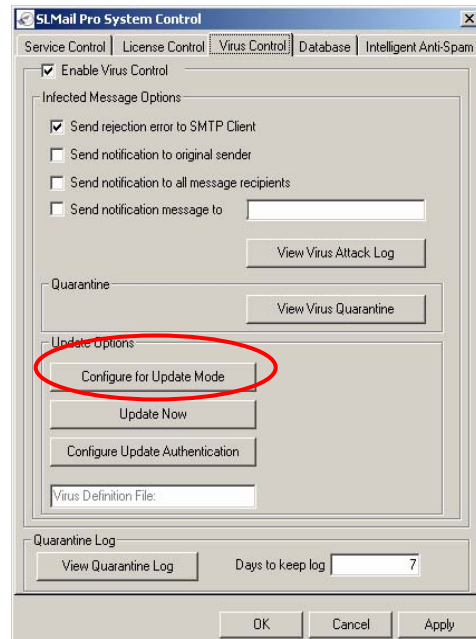
5.2.3 Anti-Virus License Registration

If you have purchased SLMail Pro Anti-Virus software you must have a license key to use the Anti-Virus feature.

1. From the Start Menu select Programs | SLMail Pro | SLMail Pro System Control

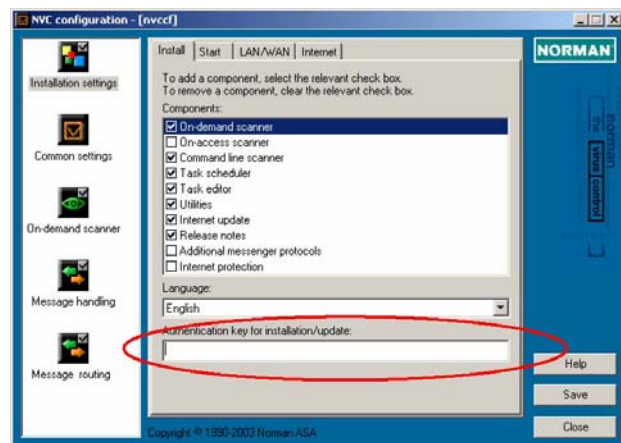
Select the **Virus Control** tab

2. Click **Configure Update Mode**



3. Enter the **Anti-Virus key** that you received via email, into the field **Authentication Key** for installation/update.

Click **Save**.



5.3 Manual Registration

If you experience problems registering your copy of SLMail Pro or Anti-Spam automatically, you can use the manual registration process.

1. Copy the Hardware Finger Print from the licensing tab into an email and email it to support@seattlelab.com.

You can get the hardware fingerprint by selecting Start/Settings/Control Panel/SLMail Pro System Control. Select the **Licensing Control** tab.

The screenshot shows the 'SLMail Pro System Control' window with the 'License Control' tab selected. The 'SLMail Pro License Settings' section contains a message: 'Please configure your SLMail Pro license settings below. When you acquire a new license key, click on the "Register Your License" button to go through the registration process.' Below this is the 'License Information' section with the following fields: 'Company Name' (empty), 'Hardware Fingerprint: 00C-000-001-02Y-9aj' (circled in red), 'Product License' section containing 'License Key: 0134-1WbH-t1ph-YGs1-Foid-31q4-TxQ0-CL6t', 'Number of Users: Unlimited', 'Expiry Date: 07-Oct-2004', and 'License Mode: Evaluation'. At the bottom are 'Register Your License' and 'View History' buttons.

2. You will receive an email with a license certificate key.

Enter the License Certificate and Key code into the **Manual Registration** area of the licensing registration tab.

Click **Register**.

Follow the same procedure for the AntiSpam certificate key in the Intelligent Anti-Spam tab.

The screenshot shows the 'License Registration' dialog box. It contains a message: 'You can use this screen to automatically register a license certificate or to manually register a license key.' Below is the 'Your Details' section with 'Customer Name: WTST' and 'Hardware Key: 00C-000-001-02Y-9aj'. There are two registration options: 'Automatic Registration' (unselected) and 'Manual Registration' (selected). The 'Manual Registration' section includes the text: 'In order to manually register your certificate, you must contact your reseller and obtain a license Key from them.' Below this are two input fields: 'Enter Certificate' and 'Enter Key' (both circled in red), followed by a 'Register' button and an 'OK' button at the bottom.

6. What to Do Next – Configure Users and Domains

Congratulations! You have successfully installed SLMail Pro.

Now you are ready to configure users and domains. Take out the SLMail Pro Administration Guide and double click on the SLMail Pro Administration icon on your desktop.

Default username is **admin**

Default password is **admin**

Appendix A. Frequently Asked Questions

1. Can I install SLMail Pro as an upgrade of my SLMail installation?

No, the current version of SLMail Pro will not install as an upgrade of previous versions of SLMail. Previous versions of SLMail must be uninstalled prior to installation of SLMail Pro. A Backup/Restore utility and instructions for migrating your users and other data from your SLMail to your new SLMail Pro is available at <http://www.seattlelab.com/products/slmailpro/Utilities.asp>

2. What email clients can I use?

Any client that uses the SMTP and POP3 protocols will work with SLMail Pro. The SL Webmail component of SLMail Pro permits users to access their mail from a web based email client.

3. Does SLMail Pro handle MIME?

Yes, and SLMail Pro has multi-part MIME support for the filter utilities.

4. How do I get rid of the Report Center data collected during the evaluation?

In the SLMail Pro Configuration Control Panel > Database tab; click the Data Maintenance button.

Then erase all data up to the date specified (the date is non-inclusive, so specify tomorrow's date if you want today's data purged).

You can also replace the (SLMail Pro Report Center installation folder)\WWWRoot\mailmeter.mdb file with the one found in the (SLMail Pro Report Center installation folder)\EmptyDatabase folder.

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