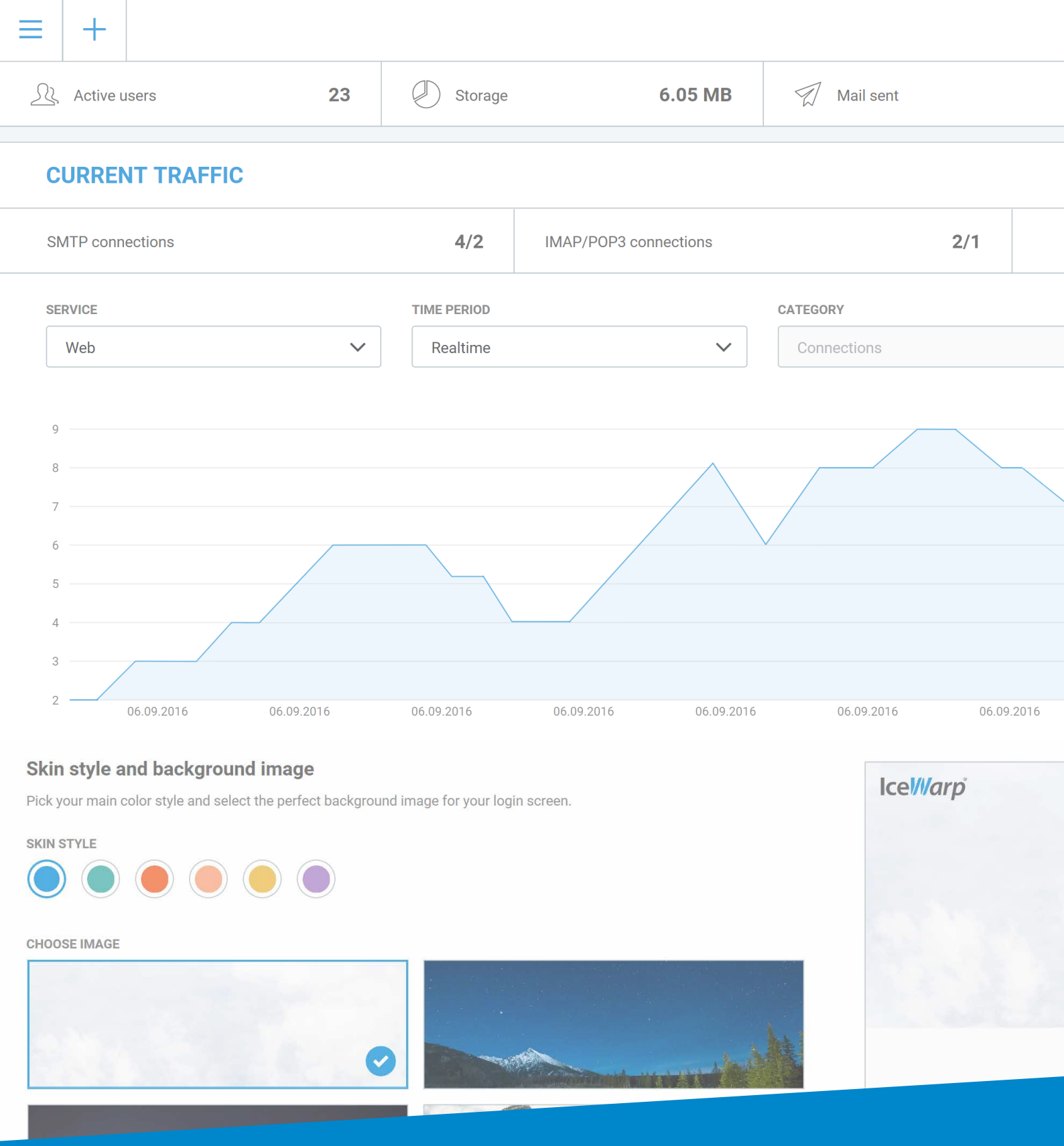

WebAdmin Manual
Version 12.1

WWW.ICEWARP.COM

IceWarp

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About IceWarp WebAdmin Manual

Welcome to the IceWarp server Administration Guide. This guide describes administration tasks for IceWarp Server 12, Business Mail Server & Collaboration Solution for Microsoft Windows / Linux platform, that can be administrated from any browser running on Windows, Linux, MAC OS X, Android or Apple iOS.

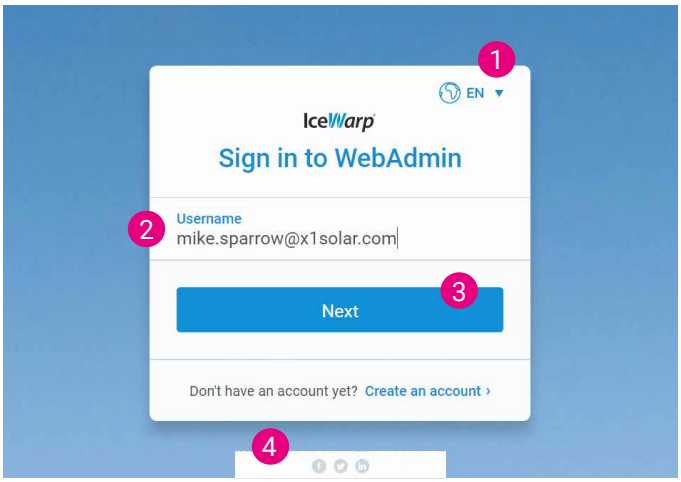
The intended audience of this new administration tool are server and domain administrators with server / domain view. Server administrators have full control of the server set up, while Domain administrators manage just user accounts.

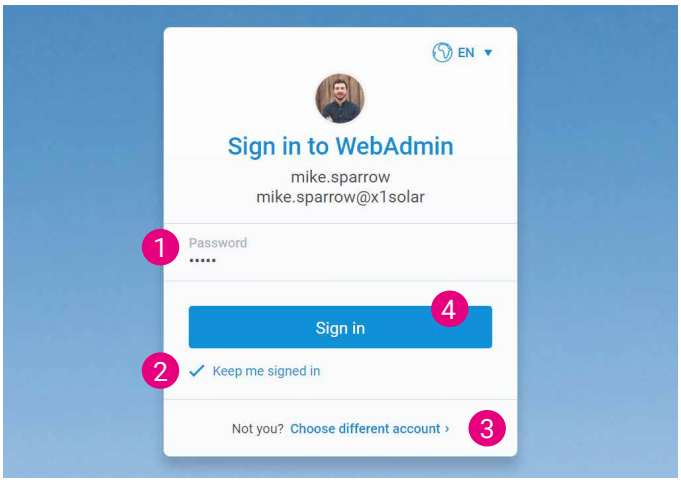
WebAdmin interface is designed for basic server management. For comprehensive remote server management - e.g. AntiSpam, AntiVirus, Content Filter etc., the highly advanced remote admin console for professional users is needed.

Current editions of WebAdmin manuals are always available online at icewarp.com.

Published on 7/20/2018.

1. Login Page





1. **Choose language**
2. **Fill out your username**
3. **Click for the next step**
4. **Follow us on social media**

1. **Fill out your password**
2. **Remember login details**
3. **Choose different account**
4. **Click to get in**

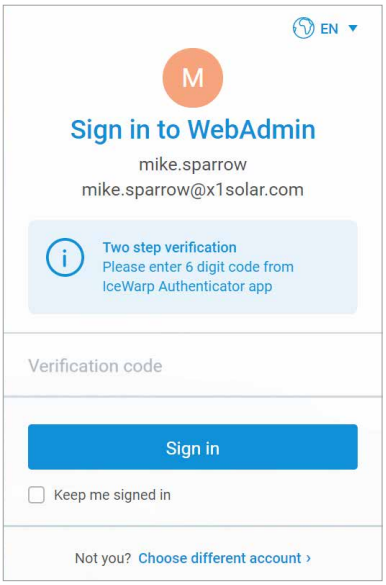
Note: After login, the **Dashboard** page (Server administrator), **Domain list** page (Domain administrator) or **Spam queues** page (User) is displayed.

Note: It is highly recommended not to use autofill for administrators´ login for security reasons (anyone can login to administrators´ account without credentials and change anything on server if computer is left unattended for just a few minutes).

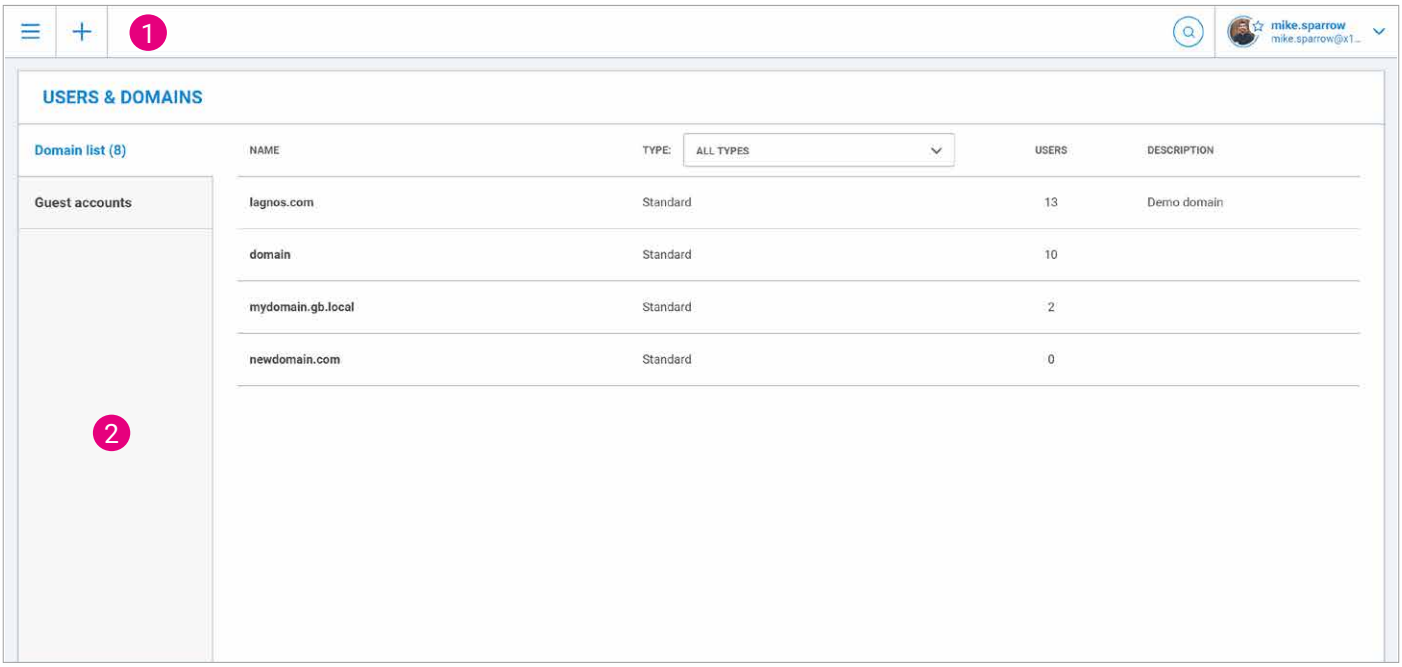
2-factor authentication

If 2- factor authentication is activated for your account, then you will see the following authorization window on your WebAdmin or WebClient login page. In this step, you have to enter 6 digit code that was sent to your mobile phone or is accessible in the IceWarp Authenticator app. It depends on what type of 2-factor authentication did you choose from.

Learn how to configure 2-factor authentication for your account in our video:
https://www.youtube.com/watch?v=Aq7wF-87hj0



2. Interface Description



The WebAdmin GUI consists of two main parts:

1. **Control bar**
2. **Main window**

Note: Toggle states: **ON** **OFF**

Control Bar

This bar allows you to manage domains and accounts. Control bar icons:

≡	**Main Menu**	Click the icon to switch between different views of the interface – Dashboard / Domain List / Spam queues / White labeling / Server settings / Logout.
+	**Plus/New**	Click the icon to open a menu that allows you to add a New user / group / mailing list / resource /domain.
DETST3.ONICE.IO	**Cloud Domain Name**	The cloud domain name is set in the format: ***.onice.io**
	Context Sensitive Search	Click the icon to open a search text field. This search allows you to search within the currently shown window (domains, users, devices, etc.). After a search query, the search input shows the number of results.
	User Account Menu	Click the icon to open a menu that allows you to set up your Account details / direct Switch to WebClient / open the IceWarp Support web page / Logout.

User Account Menu

Right side of the control bar. The icon of the right upper side of the picture inform about type of the account – Star (server admin), Globe (domain admin) and Head (user).

IceWarp On-premises

There are 4 options:

	Account Settings	Click the icon to open the table with account details.
	Support	Click the icon to open the IceWarp Support web page.
	WebClient	Click the icon to direct switch to WebClient.
	Logout	Click the icon and leave IceWarp WebAdmin application.

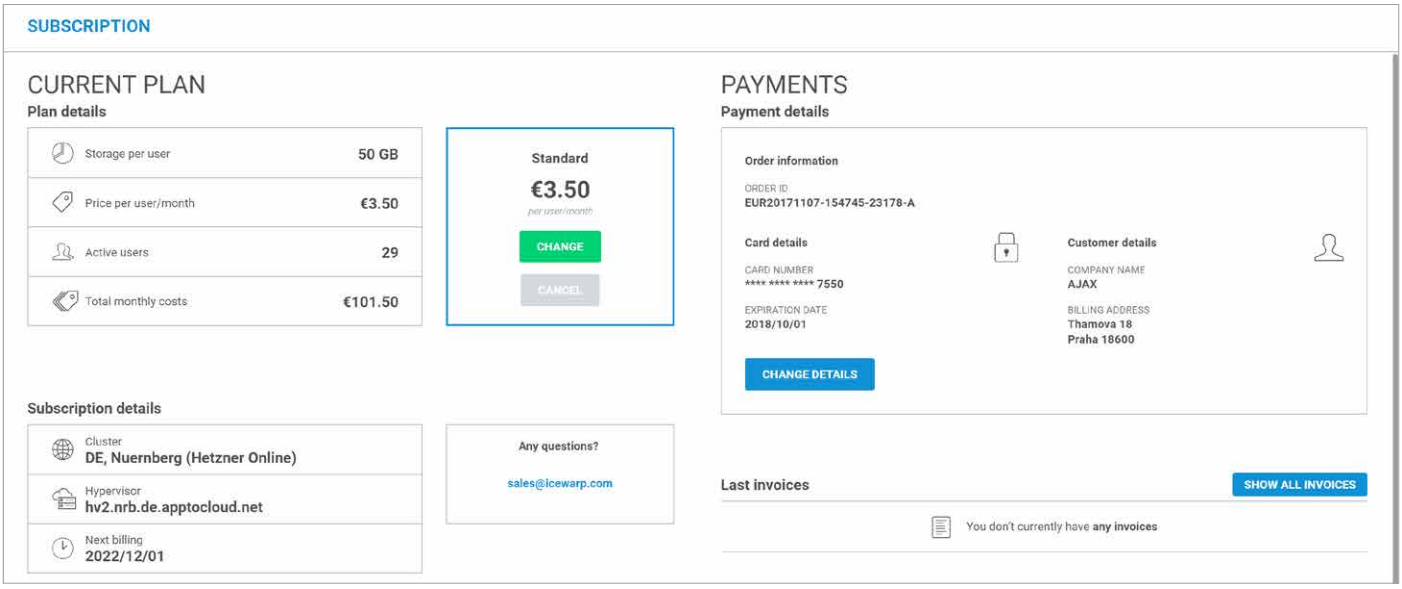
IceWarp in Cloud

In case that your IceWarp instance runs in the cloud, there is a one more option in User Account menu – **Subscription**.

	Subscription	Click the icon to open page with subscription details.

Subscription Page

This page will provide you with all your cloud account details and you can manage your account online. Here you have access to several available actions regarding your subscription, including changing plan or payment details or download last invoices.



Click the green **CHANGE PLAN** button will redirect you to the page with IceWarp Cloud plans, where you can select the most suitable plan for you.

Click the grey **CANCEL SUBSCRIPTION** button and your subscription cancels all future scheduled payments of that subscription. A subscription can be cancelled up until the day of the next scheduled payment.

You have full control over your IceWarp Cloud payment details and can update them by clicking **CHANGE DETAILS** button. Please make sure that entered payment details are correct! Your changes will take effect on your next payment.

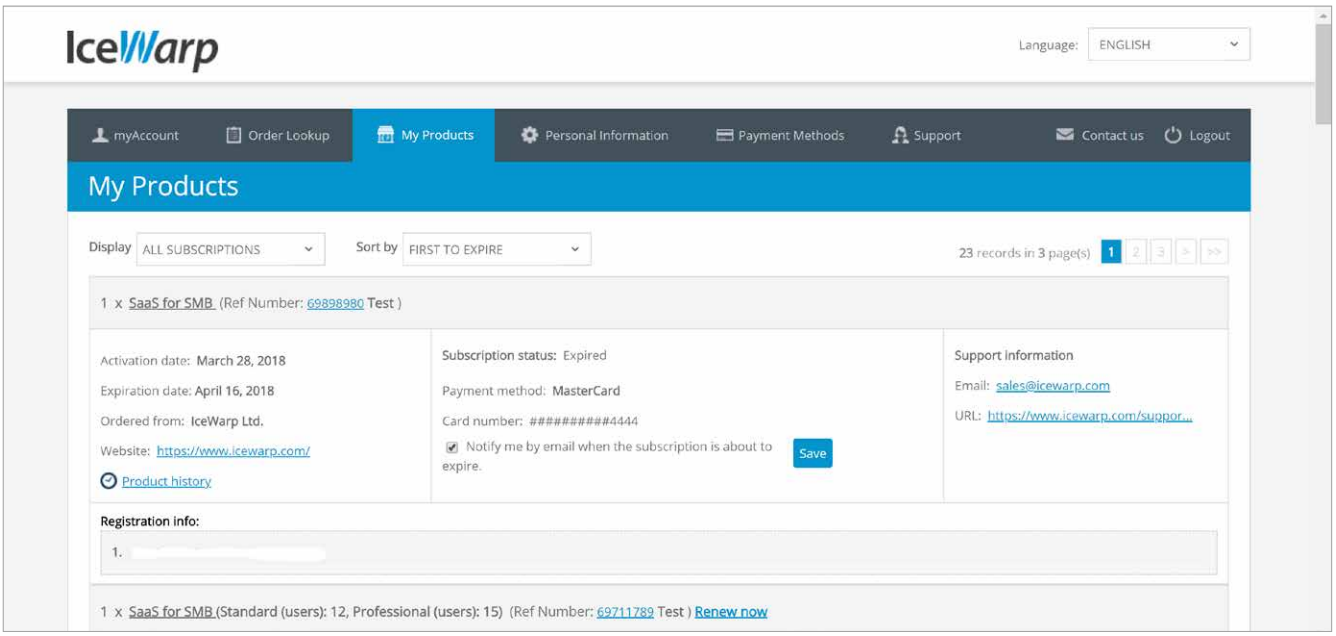
SHOW ALL INVOICES button opens a page listing all your invoices. An invoice can be downloaded there.

IceWarp Subscription

In case that your IceWarp instance runs as pay per user model, there is the same option in User Account menu as in the Cloud – **Subscription**, but redirecting you to a different page.

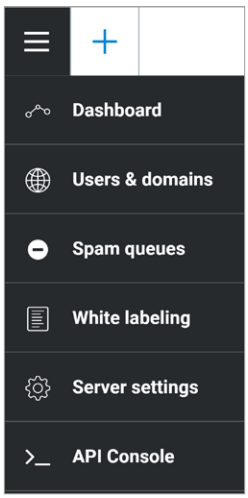
Subscription Click the icon to open page with subscription details.

Having Subscription model and click **Subscription** button in user menu, you will be redirected to the page which will provide you with all your Subscription account details and you can manage your account online. This page allows you to manage your account, orders, product, personal information, payment methods and you can ask for support as well.



Main Windows

Main windows can be different, depending on which option is chosen from the **MAIN** menu.



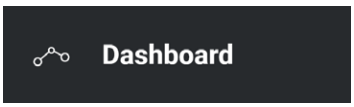
There are 6 options:

- **Dashboard**
- **Users & Domains**
- **Spam Queues**
- **White Labeling**
- **Server Settings**
- **API Console**

Note: These options are visible by server administrator only.

Dashboard

Through dashboard you can quick check overview of **Current traffic** in real-time (server connections & processed data volumes) and **Service statuses** including runtime statistics as well.



General Overview – is placed on the top of the page.

IceWarp On-premise and Subscription model

General overview includes real-time information like:

- **Total storage used** – size of used disc space.
- **Active users** – number of active users within domains.
- **Mail Sent** – number of email sent since server startup.
- **Mail Received** – number of email received since server startup.

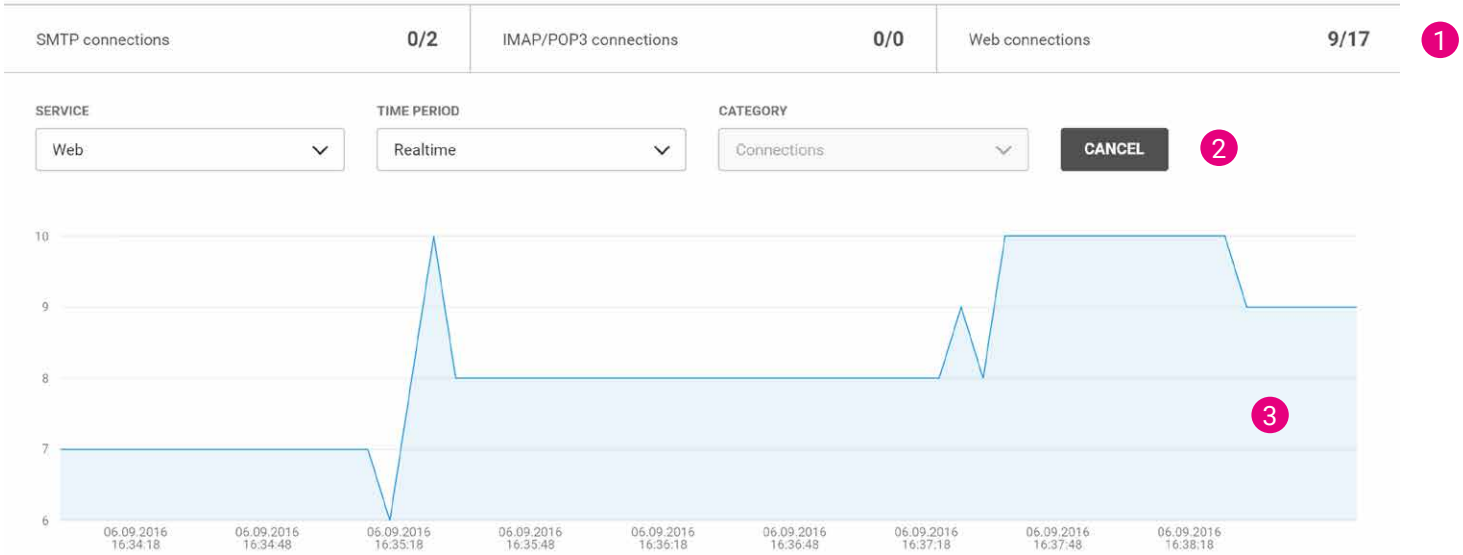
IceWarp in Cloud

In case that your IceWarp instance runs in the cloud, dashboard displays additional details above the graph.

General overview for Cloud instance includes information like:

- **Plan** – name of the plan you have selected.
- **Cluster** – location of the cluster where your data is stored.
- **Total monthly costs** – total amount that you pay monthly.
- **Next billing** – refers to the next date on which the invoice is billed.

Current Traffic – is viewable below the General overview:



1. **Connections:** This area includes: Connections number overview of SMTP / IMAP / POP3 / Web.
2. **Scrolling menu:** Scrolling menu gives an additional advanced filter.
3. **CHART:** Graphical representation of data selected from Scrolling menu above.

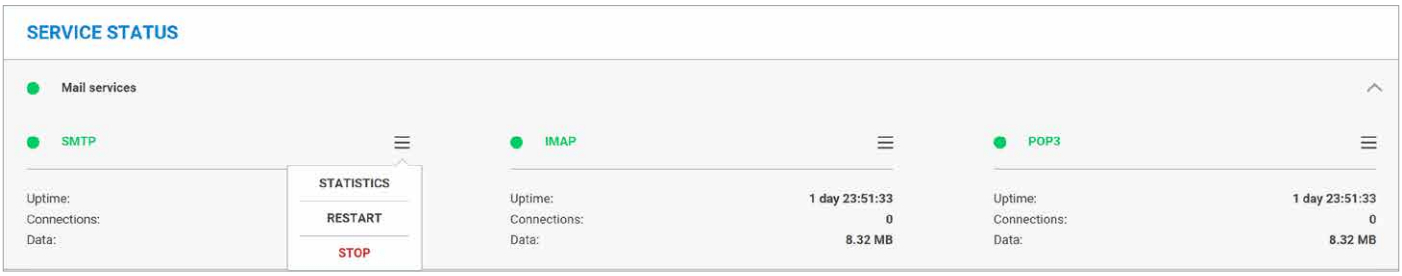
SERVICE – SMTP / POP3 / Web / Instant Messaging / GroupWare / IMAP / FTP.
TIME PERIOD – Realtime / Last Hour / Last Day / Last month.
CATEGORY – Server data / Client data / Connections / Received / Sent.
Button **CANCEL** returns all selected options to default setup.

Note: Choosing **Real Time** option, **Connections** category is automatically selected. No other category is available.
Note: Dashboard is **NOT** visible for domain administrators and users.

Service Status

This overview gives the ability to find the status of each service in detail.

Example:
Click on Mail services – The pane will expand:



Example:
Click on Mail services:

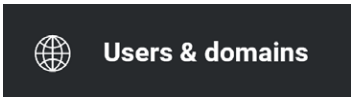
This pane includes parts of Mail services (in this case) – SMTP / IMAP / POP3 and short info about that.
Each service has own MENU icon ≡ where another options are possible to find:

- **Statistics** – detailed statistics of each service.
- **Restart** – allow to physically restart a service.
- **Stop** – allow to physically stop a service.

Note: Color description: GREEN – all services are active / ORANGE – some services are active / RED – all services are inactive.

Users & Domains

Users and Domains tab let you manage user and domain details. There are two folders to choose: Domain list and Guest accounts.



Domain List

This list gives an overview of the domain(s) you have rights to administer. The number of domains is also shown.

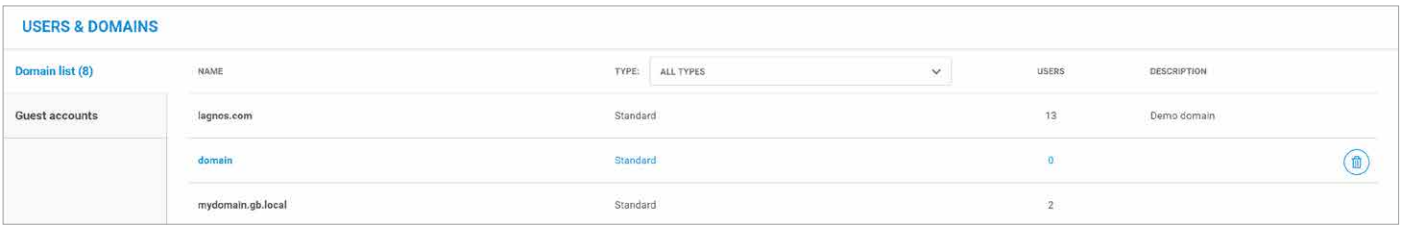
1 **Domain list:** Number of domains

- **Name** – name of domain.
- **Type** – type of domain / option to filter according to different domain types: Standard, Alias, Backup, Distributed, ETRN/ATRN queue.
- **Users** – number of users within each domain.
- **Description** – domain description.

Clicking on any domain allows you to access additional set-up of the domain.

This lists show items of the currently selected category – Accounts, Properties, Limits, Rules, Mobile devices. To ease your work, you can filter items within these categories – select from the appropriate list.

To return to a higher level, click the arrow in the left-hand upper corner.

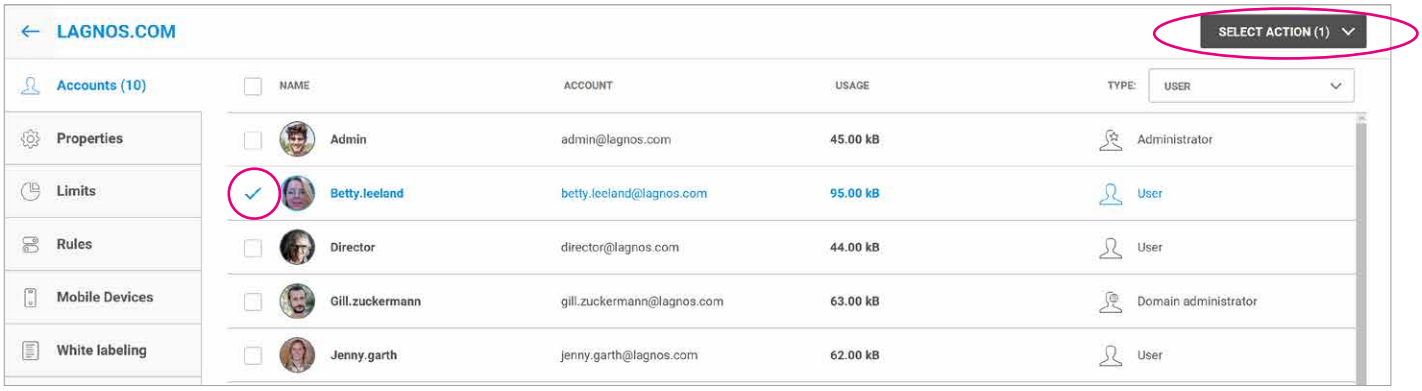


When hovering over domain with 0 users, the delete button is shown. Click this button and delete the whole domain. After click the delete button, confirmation dialog whether you really want to delete the domain is displayed.

There must be 0 users in the domain, if there is 1 or more users, the delete button is not shown.

Domain's Details Set-up

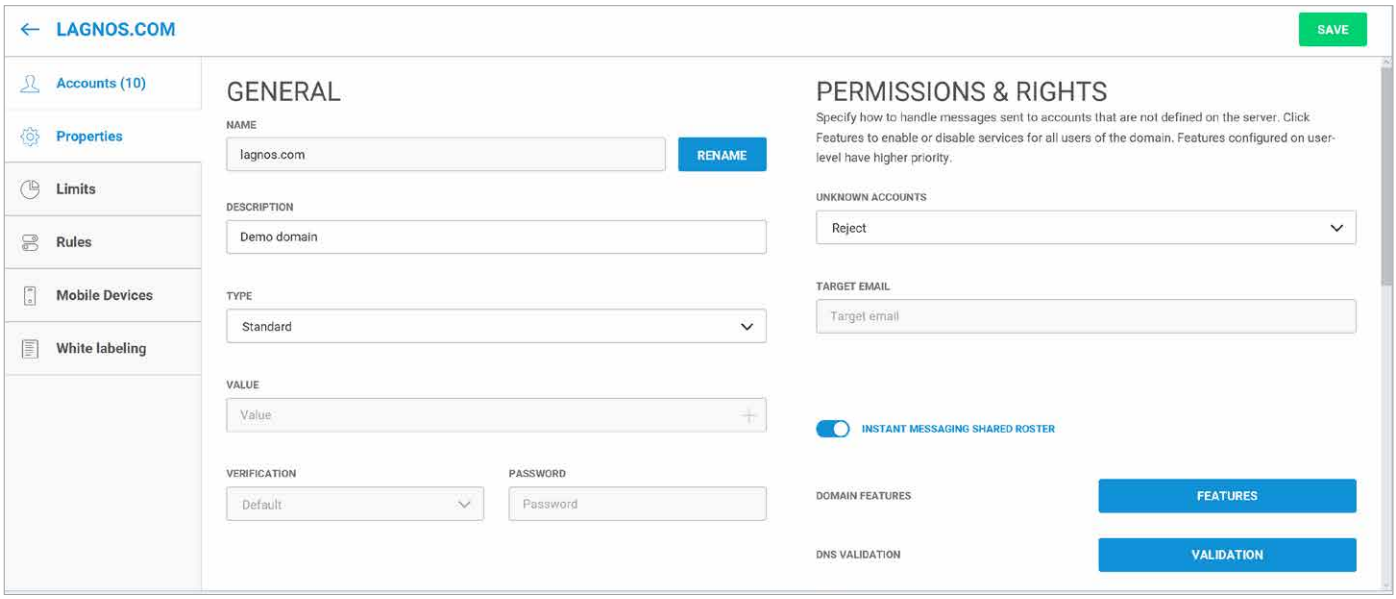
Accounts – All accounts are defined within a domain and an email address consists of a primary alias and domain name – [primary alias]@[domain_name.]



Note: You can quick add to group or delete any user by checking the box by the name and **SELECT ACTION** in the box on the right side!

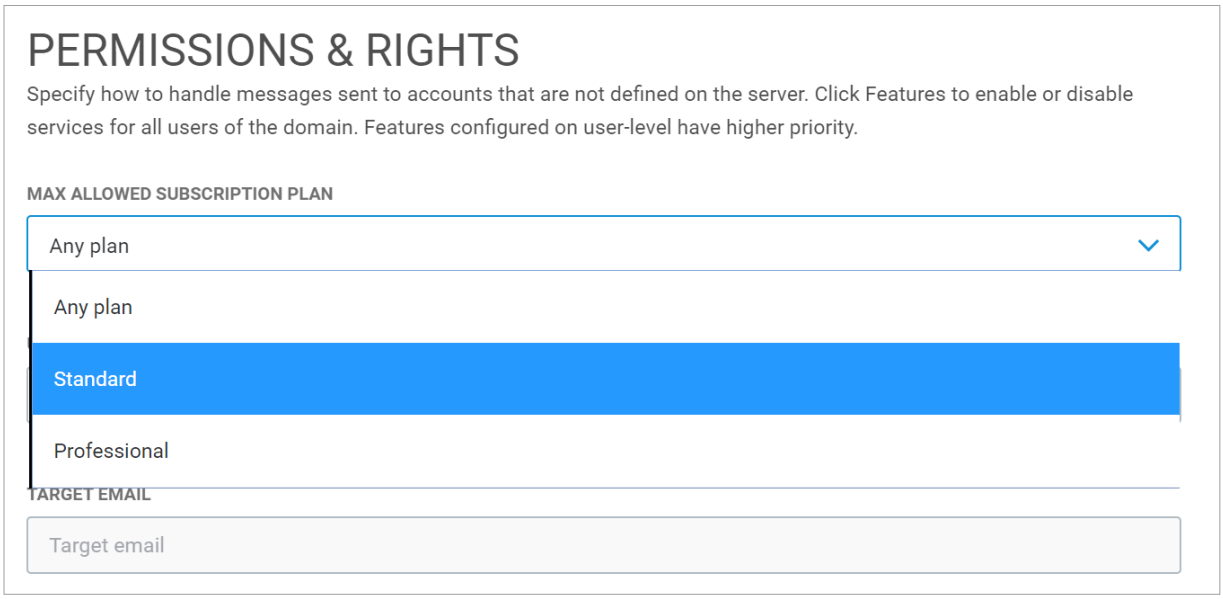
Properties – General overview of domain like description details, permission and rights, quotas and client applications. Here you can also enable 2-factor authentication for the whole domain.

With 2-factor authentication enabled, users of this domain are able to activate two-step verification and have stronger security for their WebClient and WebAdmin accounts.



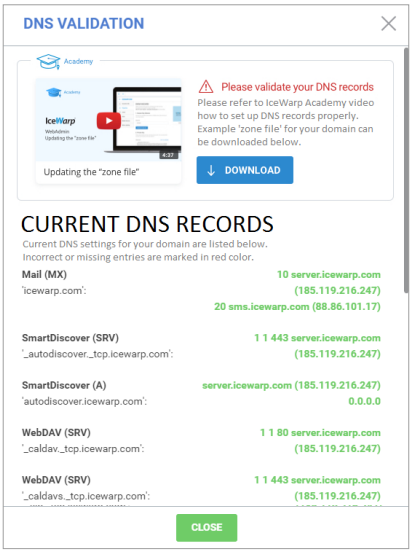
Note: Domain name is possible to change via “Rename” button next to the name table. This operation can be processed by server administrators only, domain administrators can not rename domain name.

If you are administering IceWarp Subscription model, you can manage users for the whole domain here – **Permission & Rights section:**



Select Standard or Professional plan and all users of the domain can use features of the selected domain.

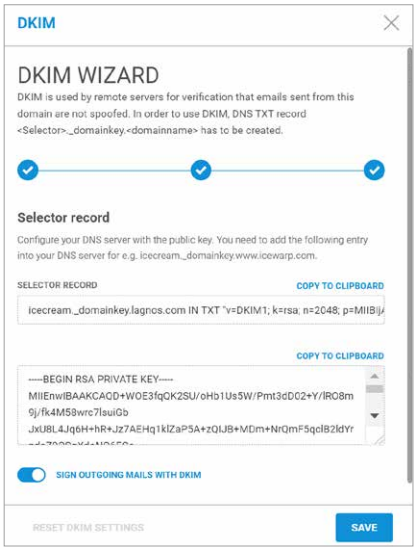
DNS validation



Click the Validation button to view summary of general information about selected domain, as well as information about its DNS records and running services ports.

When DNS validating is not successful, you can directly go to IceWarp Academy video and learn how to set up DNS records properly. Or here is also possible to download example of “zone file” for your domain that contains mappings between domain names, IP addresses and other resources.

DKIM wizard



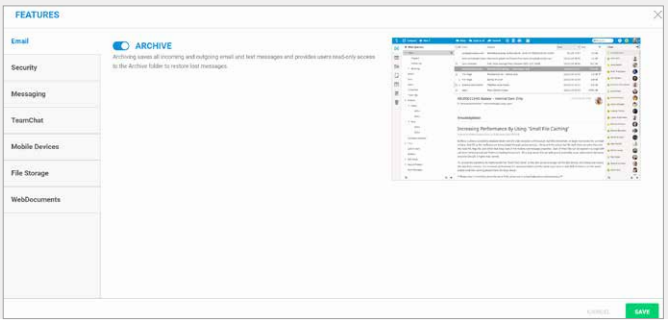
DKIM is used by remote servers for verification that emails sent from the domain are not spoofed.

Click the DKIM button to run DKIM configuration wizard. This wizard will allow you to easily create a public and private key pair to be used for DomainKeys and DKIM.

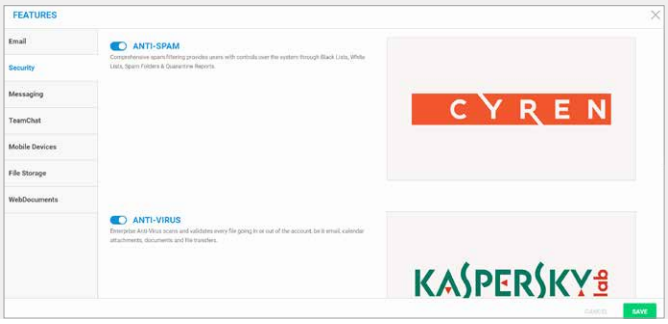
Domain Features

Click the blue button **FEATURES** under Permissions & Rights chapter will open a new window with possibility to enable/ disable domains features. Just move the toggle left (disable) or right (enable) and let user to use the following features.

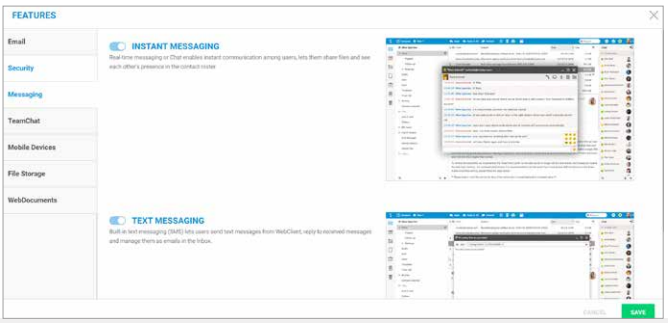
Email – Archiving saves all incoming and outgoing email and text messages.



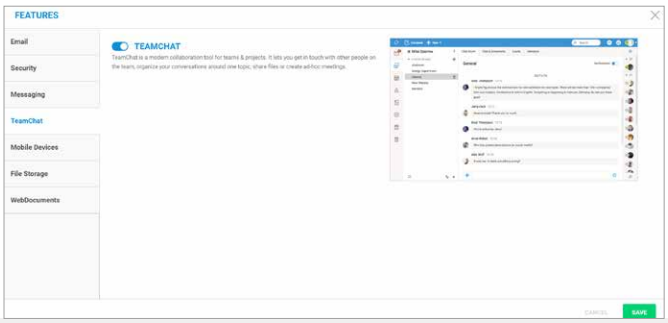
Security – This tab allows you to manage all security features like ANTI-SPAM, ANTI-VIRUS and QUARANTINE.



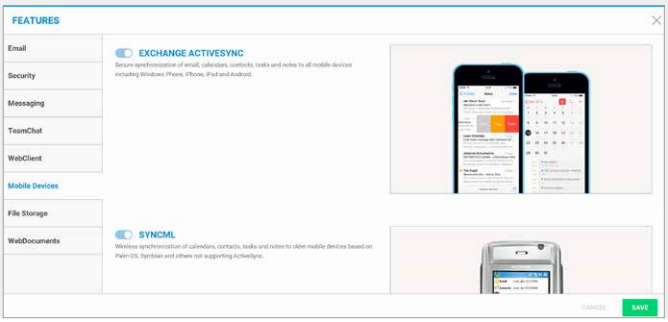
Messaging – Enable or disable instant communication among users and let them send text messages from WebClient.



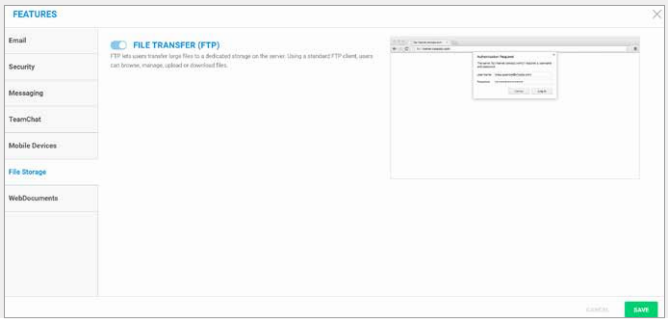
TeamChat – With TeamChat feature enabled users can get in touch with other people on the team, organize their conversations around one topic, share files or create ad-hoc meetings.



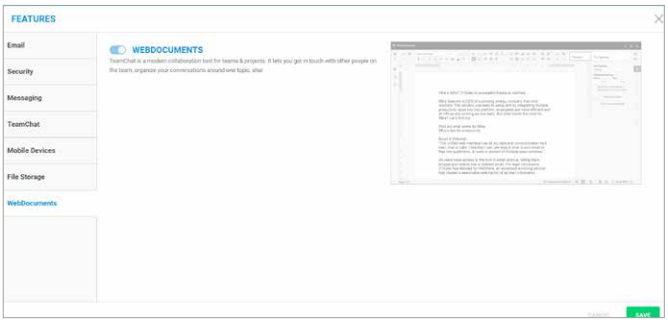
Mobile Devices – Let users synchronize their email, calendars, contacts, tasks and notes to all mobile devices via ActiveSync and wireless synchronization to older mobile devices based on Palm OS, Symbian and others not supporting ActiveSync via SyncML.



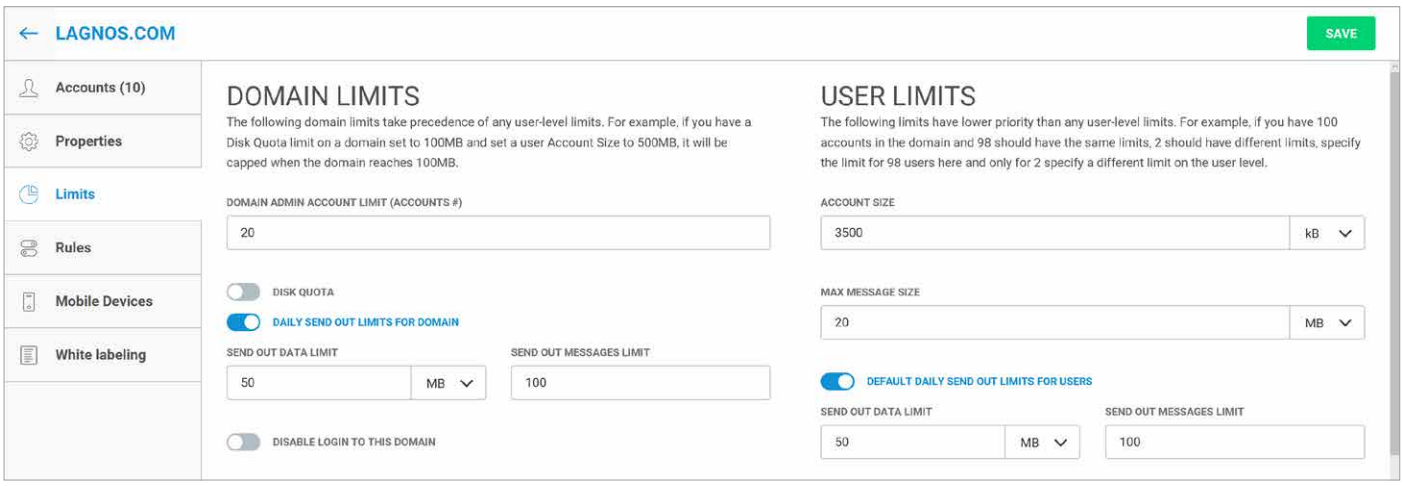
File Storage – Using this toggle let users transfer large files to a dedicated storage on the server.



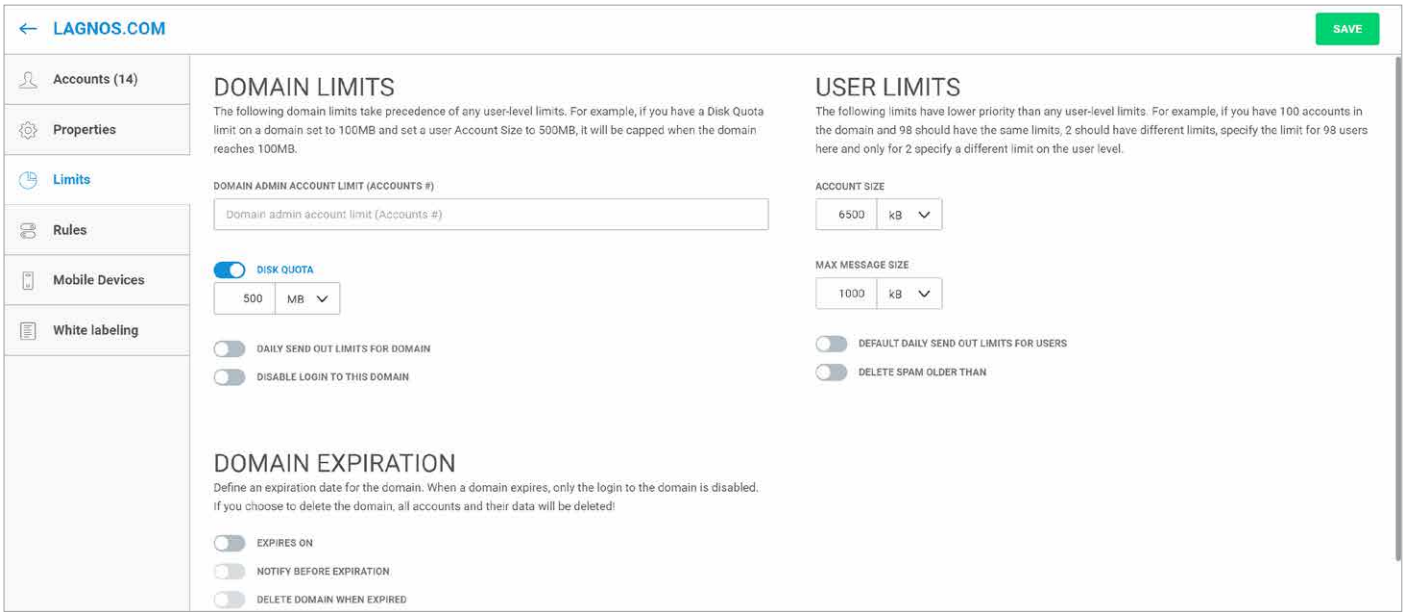
WebDocuments – Allow users create and edit documents, spreadsheets and presentations as well as all ODF files directly in the browser, without having to install any Office suite on their computers.



Limits – Turn the toggles on and enter the appropriate values for the domain limits and user limits as well.

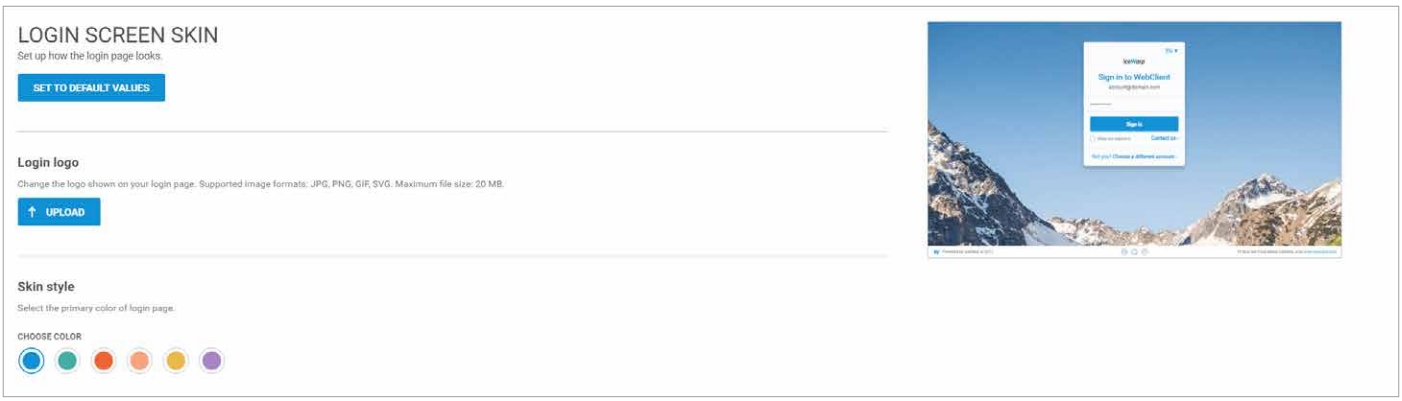


Rules – Gives an access to the rules list, allowing you to define conditions and actions for all incoming emails to domain.



Mobile Devices – Experience ActiveSync for wireless synchronization of email, calendars, contacts, tasks and notes to all mobile devices.

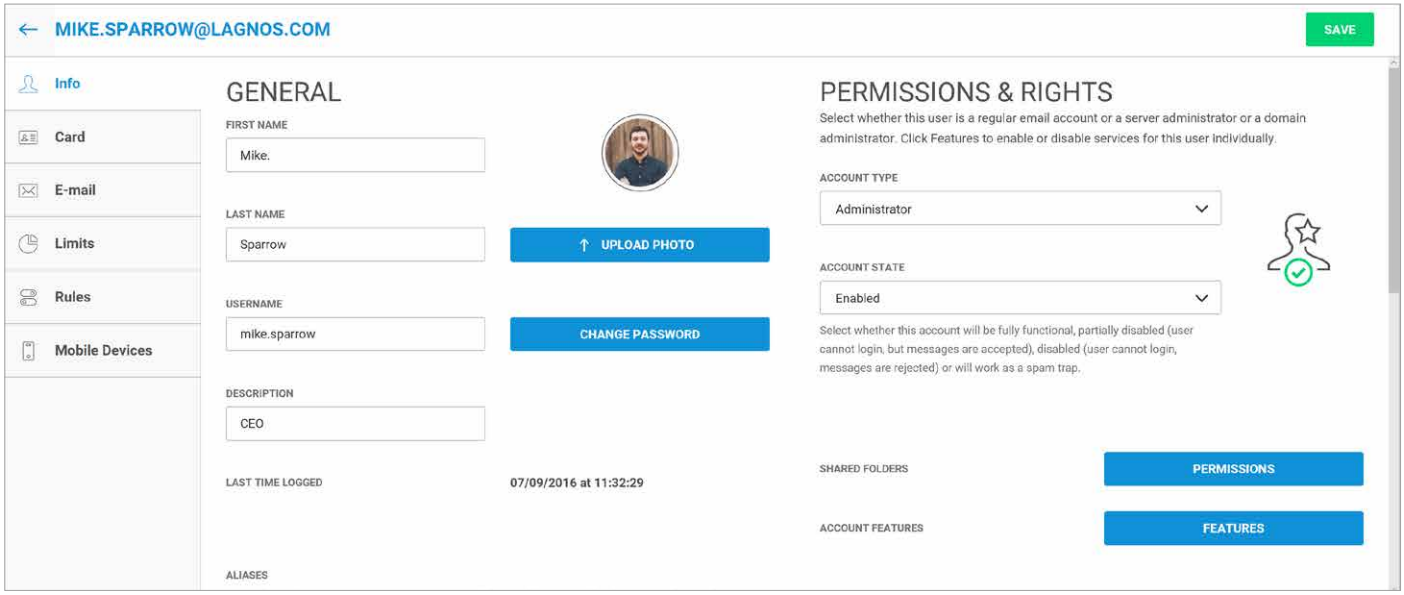
White Labeling – Customize WebAdmin or WebClient tool for selected domain and personalize them according to your ideas.



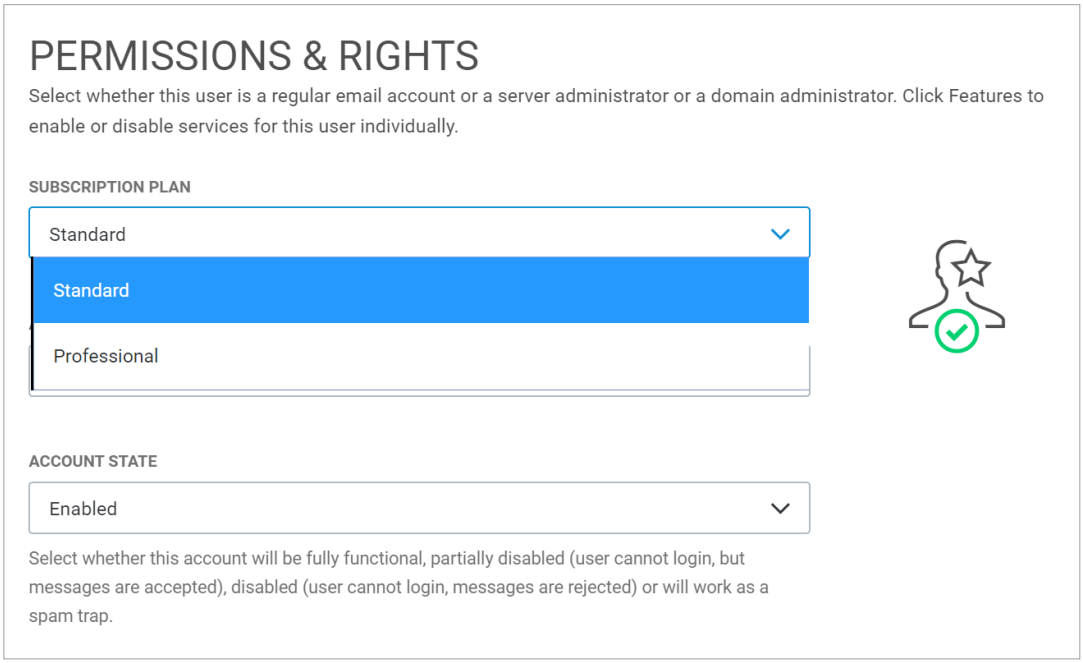
Domain's User Set-up

Use the left-hand tab pane and click on any user to access settings for the selected user.

Info – General overview of user such as personal details, permission and rights, quotas, status of 2-factor authentication (enabled/disabled) and client applications.



If you are administering IceWarp Subscription model, you can manage plans here – **Permission & Rights section:**

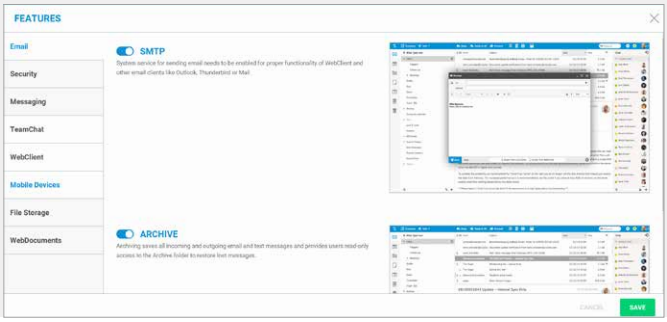


You can combine different types of users (Standard or Professional) within one domain so each of them can use different features according to the selected plan.

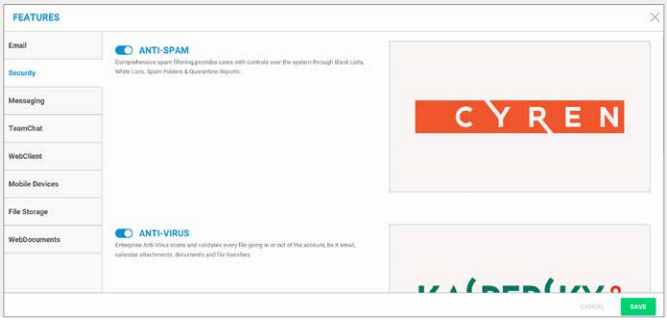
USER FEATURES:

Click the blue button **FEATURES** under Permissions & Rights chapter will open a new window with possibility to enable/ disable user features. Just move the toggle left (disable) or right (enable) and let user to use the following features:

Email – Enable system service for sending emails and archiving that saves all incoming and outgoing email and text messages.

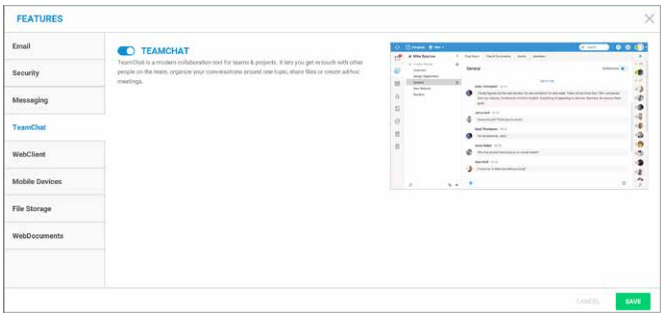


Security – This tab allows you to manage all security features like ANTI-SPAM, ANTI-VIRUS and QUARANTINE.

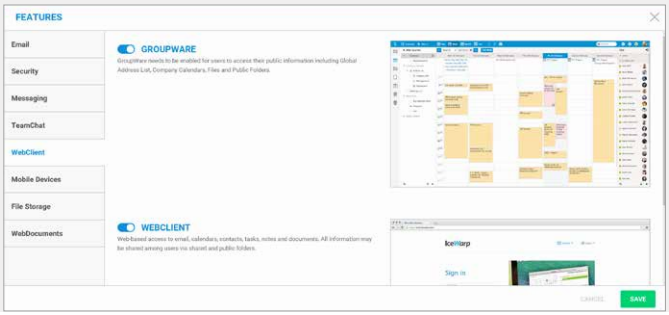


Messaging – enable or disable instant communication among users and let them send text messages from WebClient.

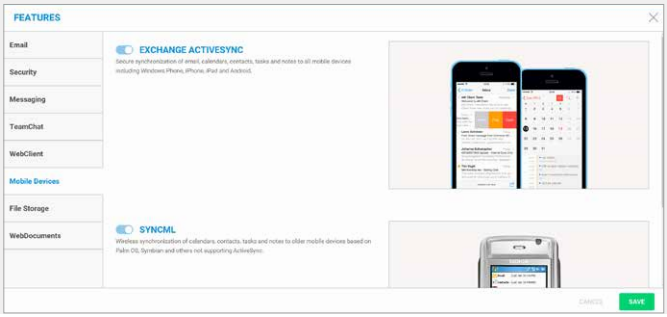
TeamChat – with TeamChat feature enabled users can get in touch with other people on the team, organize their conversations around one topic, share files or create ad-hoc meetings.



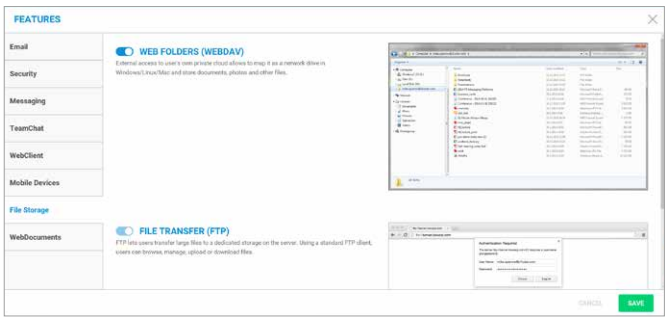
WebClient – These toggles need to be enabled for users to access their public information and web-based access to WebClient.



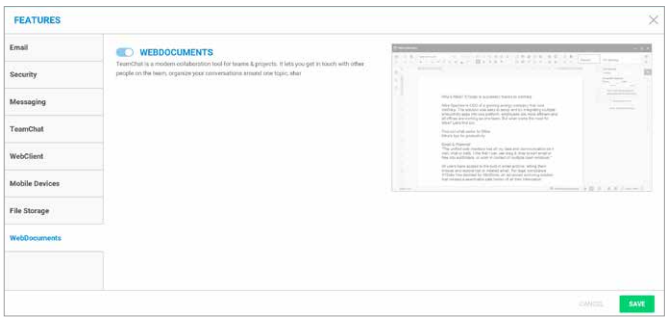
Mobile Devices – Let users synchronize their email, calendars, contacts, tasks and notes to all mobile devices via ActiveSync and wireless synchronization to older mobile devices based on Palm OS, Symbian and others not supporting ActiveSync via SyncML.



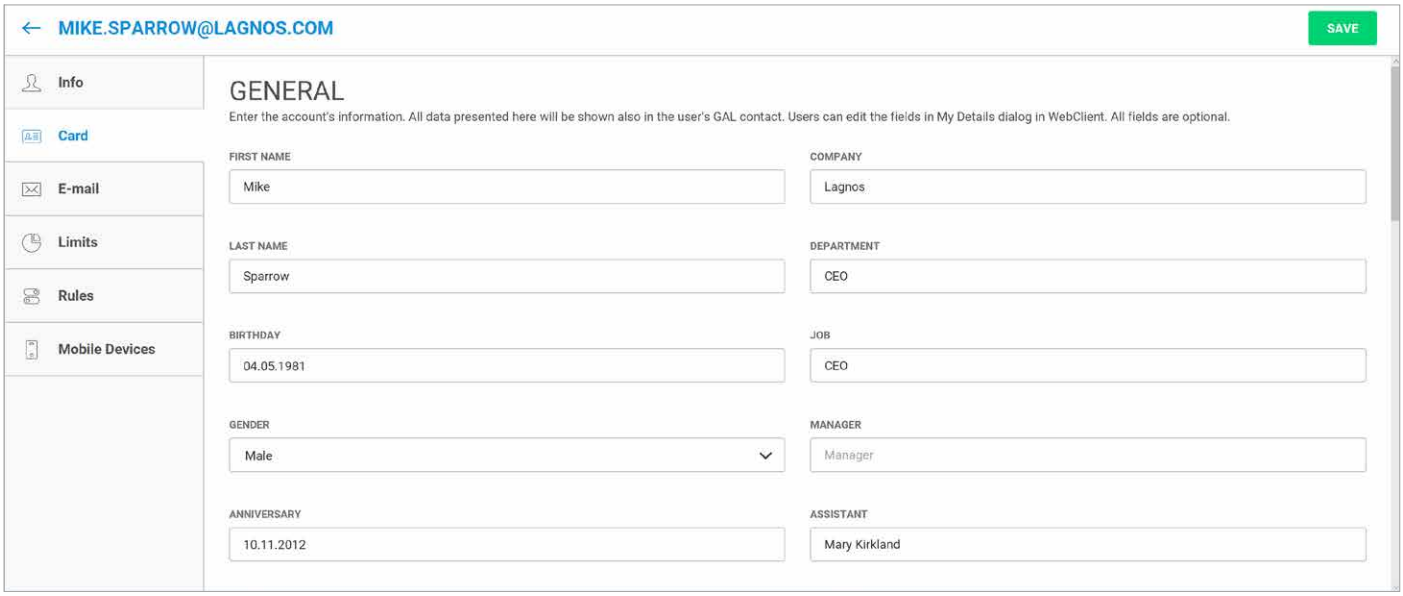
File Storage – Using these toggles let users transfer large files to a dedicated storage on the server and external access to user's own private cloud.



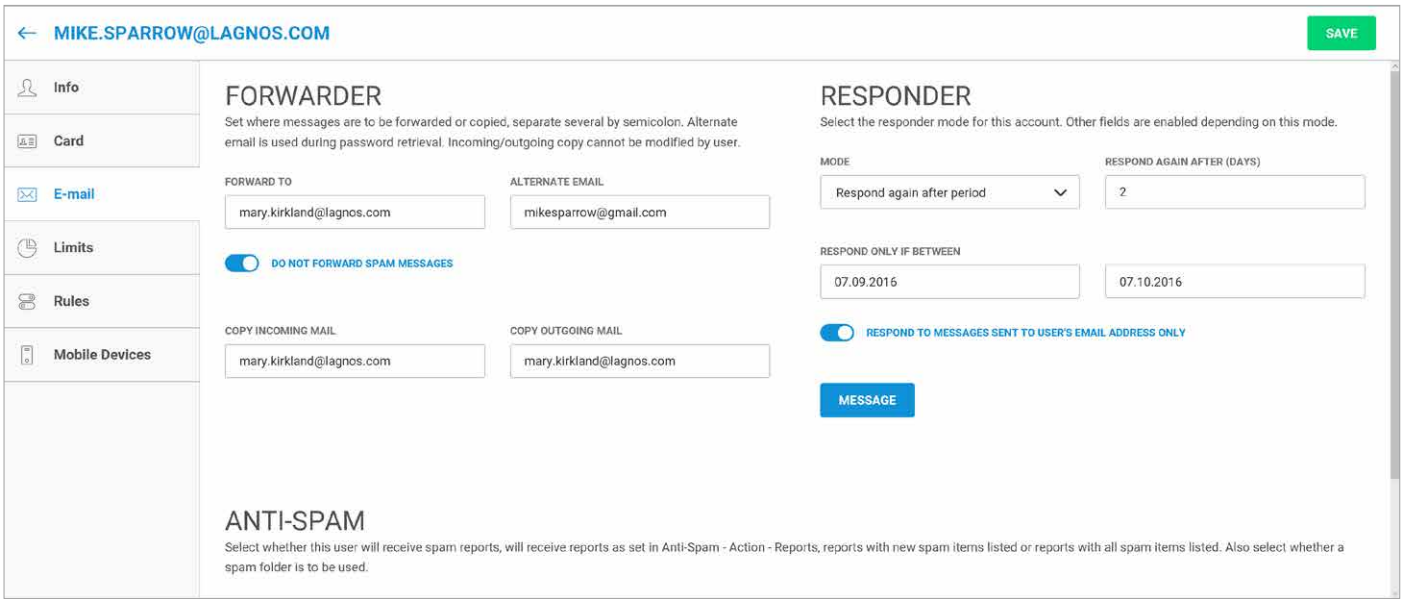
WebDocuments – Allow users create and edit documents, spreadsheets and presentations as well as all ODF files directly in the browser, without having to install any Office suite on their computers.



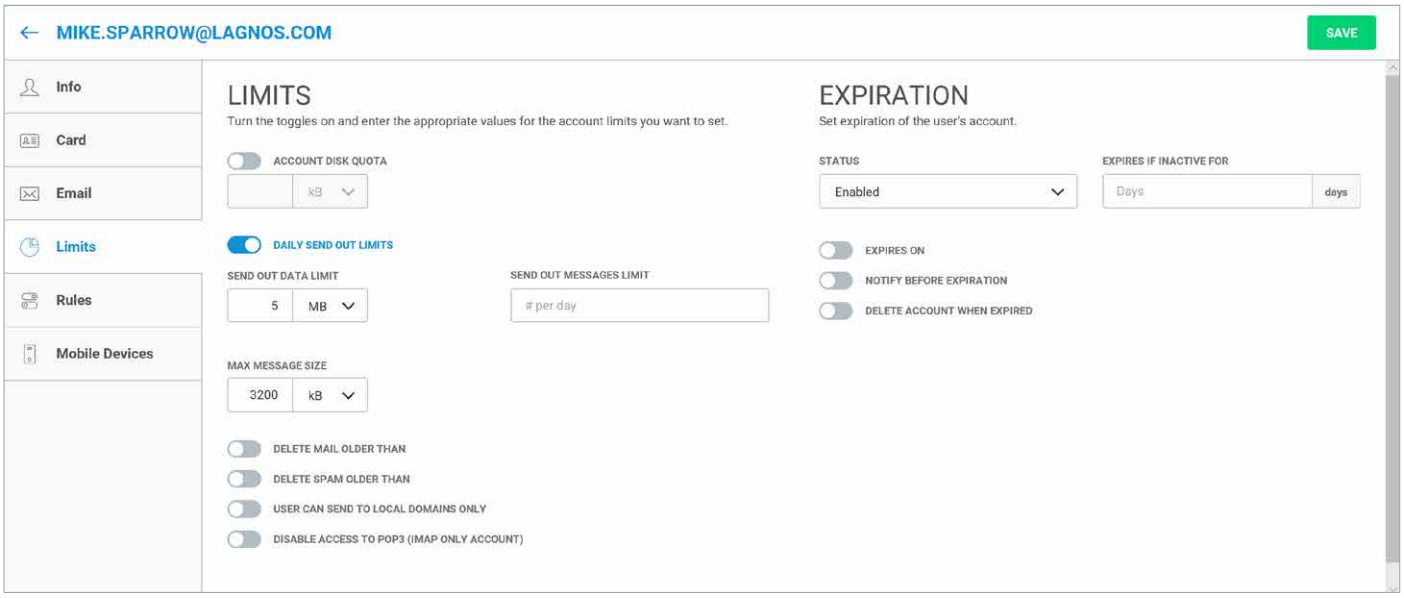
Card – The whole set of personal details, all fields are optional. These fields can also be filled in the WebClient interface.



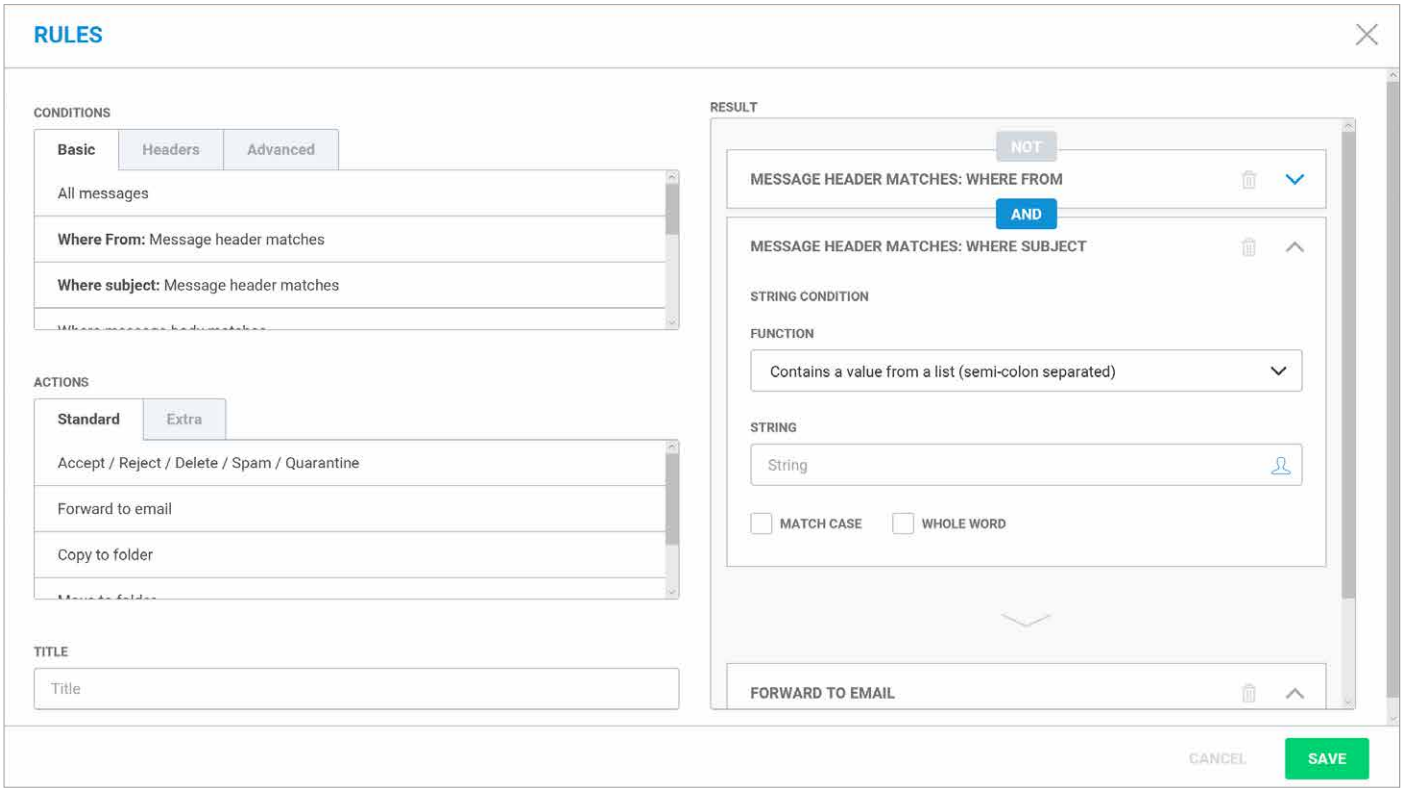
Email – Set where messages are to be forwarded or copied, responder mode and Anti-spam.



Limits – Turn the toggles on and enter the appropriate values for the account limits and set expiration of the user´s account.

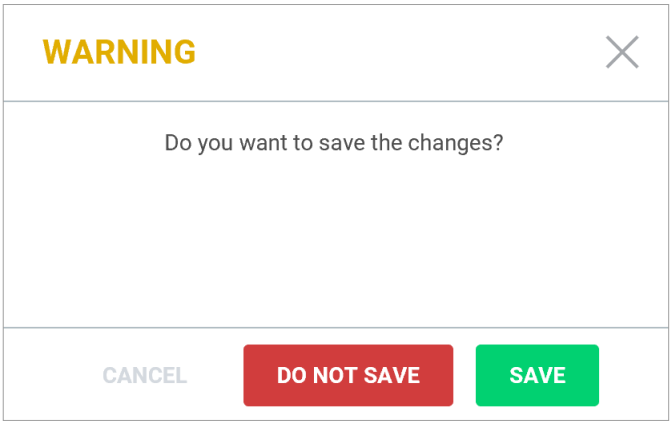


Rules – gives an access to the rules list, allowing you to define conditions and actions for all incoming emails to account.



Mobile Devices – Manage any mobile device connected to user's account.

Note: You will always be asked by the system to confirm any change in the set up!



Guest Accounts

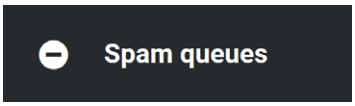
This list gives an overview of the guest account(s) you have rights to administer. Guest accounts are created on the server for these users and validated by email.

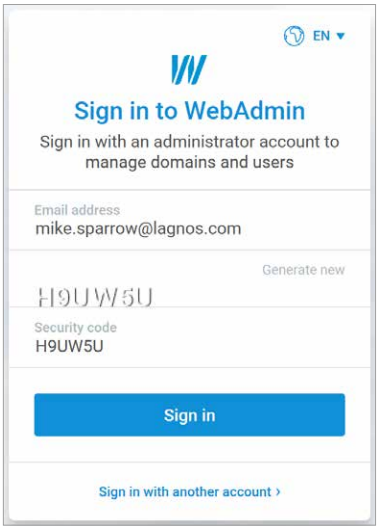
Administrators are able to click the selected contact and change general information about contact and user´s details as well.

Spam Queues

The Spam Queues allows administrators to administer spam queues.

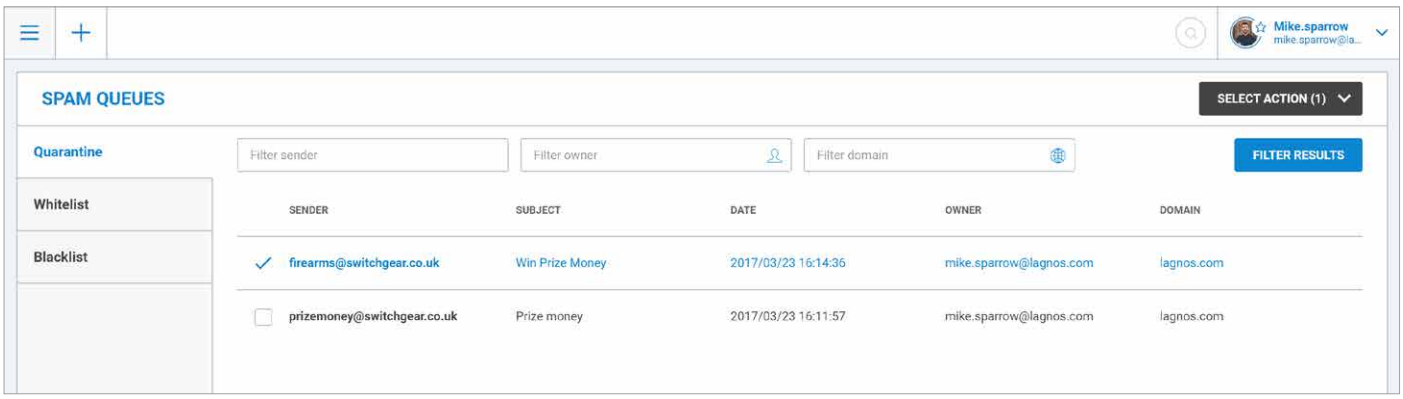
But not only administrators. Thanks to gateway login end users can now sign in with an administrator account through captcha and also manage their incoming messages.





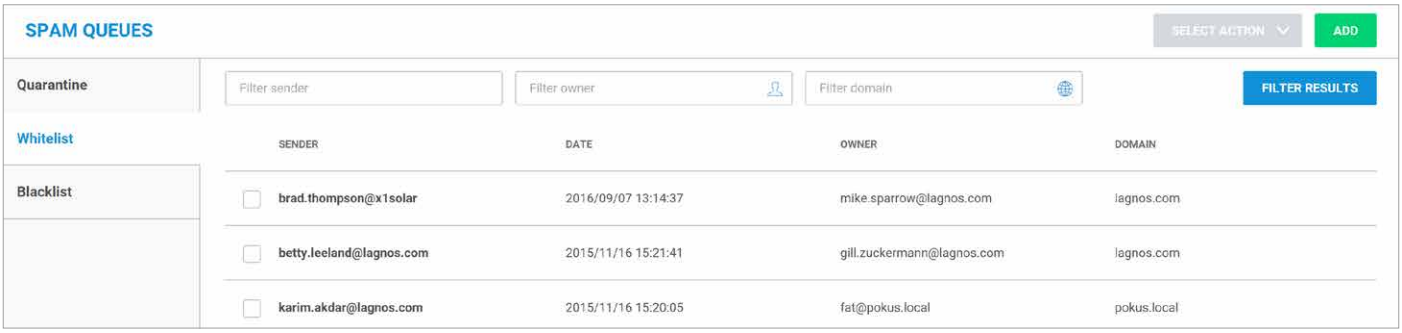
Quarantine

Selecting the **Quarantine** tab presents you with a list of messages awaiting action. For each message in the queue you, are shown the Sender, Subject, Date/Time sent, Owner (recipient) and Recipient Domain:



Whitelist

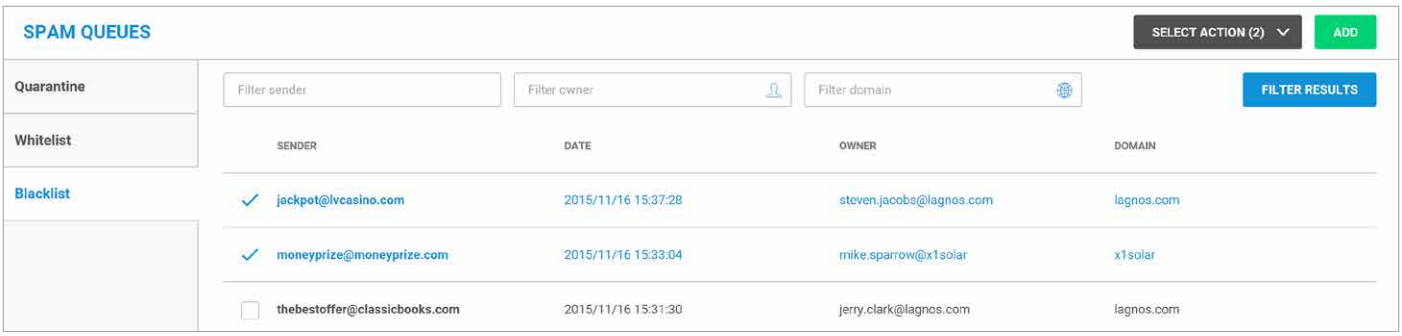
Selecting the **Whitelist** tab presents you with a list of whitelisted senders. For each message in the queue, you are shown the Sender, Date/Time added, Owner (recipient) and recipient's Domain:



Note: By cliking **Add** button you can whitelist any sender and select owner of the domain. As a standard user you have no rights to setup any other accounts, so click on **Head icon** in the **Owner** text field has no result.

Blacklist

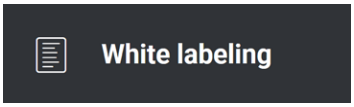
Selecting the **Blacklist** tab presents you with a list of blacklisted senders. For each message in the queue, you are shown the Sender, Date/Time added, Owner (recipient) and recipient's Domain:



Note: By clicking **Add** button you can blacklist any sender and select owner of the domain. As a standard user you have no rights to setup any other accounts, so click on **Head icon** in the **Owner** text field has no result.

White Labeling

White label option gives an opportunity to administrators rebrand WebAdmin and WebClient tool as if they had made it. Wide range of options provides control over the appearance according to the ideas of administrators.



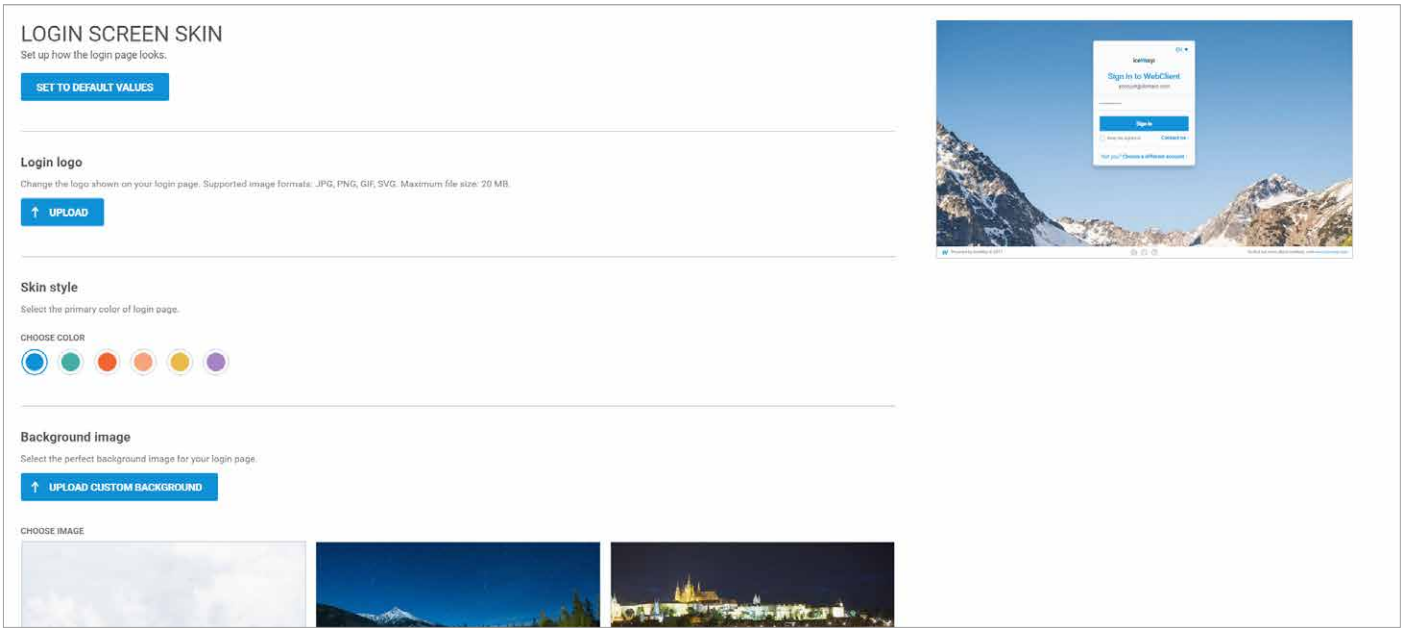
In this section administrators are allow to setup of **Login screen skin, WebClient skin, WebAdmin skin, IceChat mobile skin and Banner ads**.

WebAdmin Skin and Login Screen

You can set up how WebAdmin looks on the inside and on the login page. There is the login screen on the right side where any change of setup is immediately visible. New WebAdmin let user change Login heading title and text.

Color of the skin is possible to select with color picker.

Login Screen Skin



Login screen setup is applicable for both, WebClient and WebAdmin login page. In this section administrator is able to customize login page by following options:

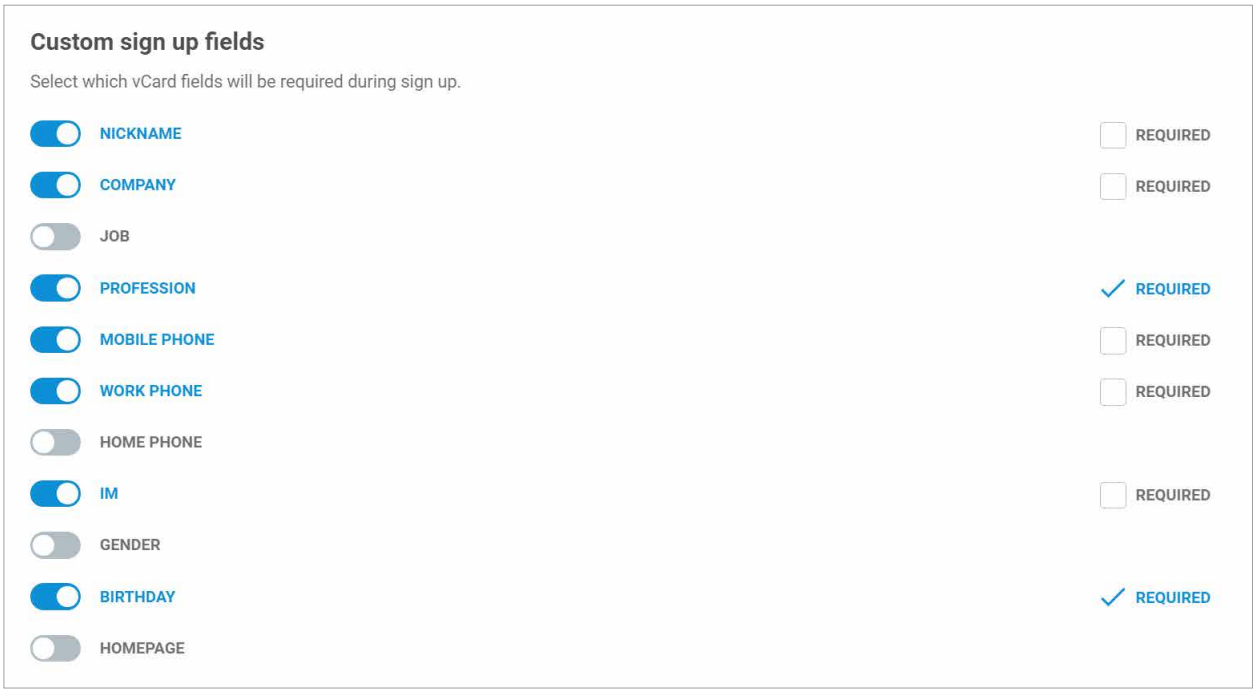
- **Login logo** – change the logo shown on the login page. Supported image formats: JPG, PNG, GIF, SVG.
- **Skin style** – choose main login color.
- **Background image** – select from predefined background images or you can upload your own (supported format: JPG, PNG).
- **Server language** – set language for your users.
- **Login page options** – choose which elements of login page should be visible or hide.
- **Custom sign up fields** – select which vCard fields should be requested during the sign up process.

Note: Enabling or disabling any of item is effective only if **Sign up** element in the **Login Page Options** section is also enabled.

Note: Any item can be set as **Required** by checking the appropriate box. If Required box is not checked, then an item is set as **Optional**.

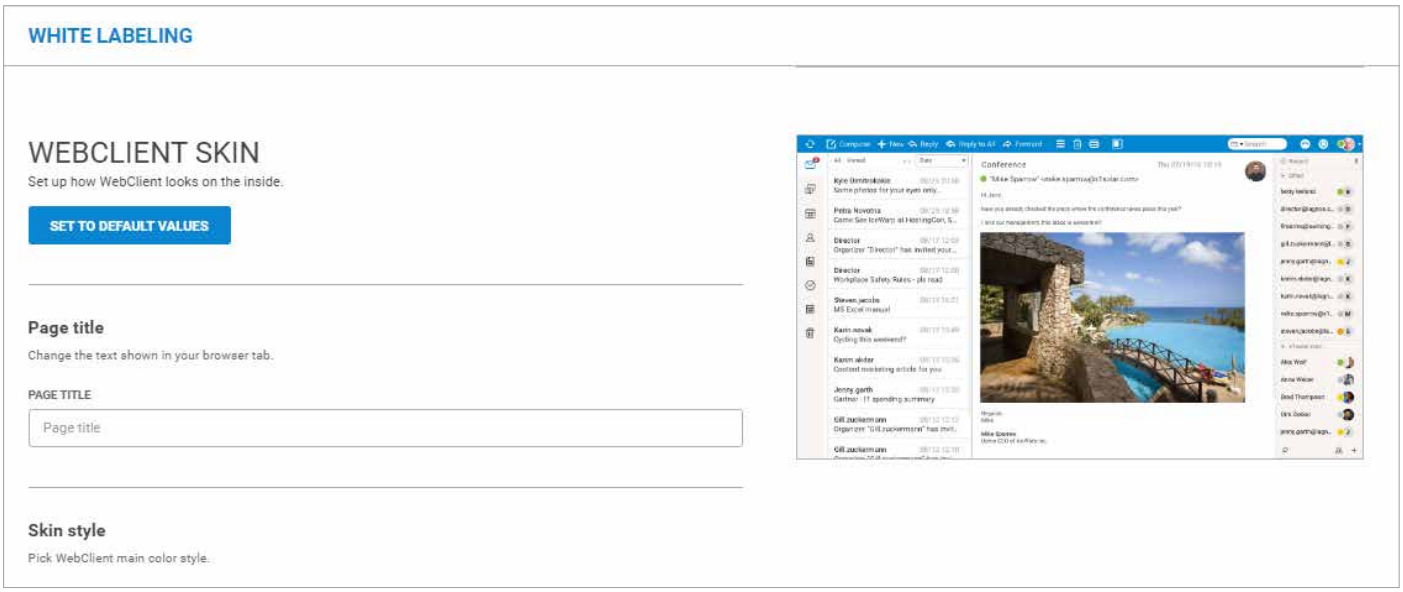
- **Two step verification** – pick the verification method for two step sign up. Available methods are EMAIL or SMS.

Note: SMS verification is effective only in case that **Mobile Phone** field is enabled and set as Required. SMS server must be configured.



- **Social integrations** – set up social network integrations.

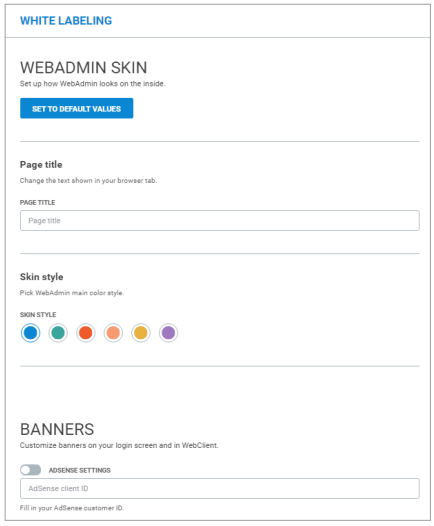
WebClient Skin



WebClient section allows you to set up how WebClient looks on the inside. Administrator is able to customize WebClient skin by following options:

- **Page title** – change the text shown in the browser tab.
- **Skin style** – pick main color style that will be used for WebClient skin.

WebAdmin Skin

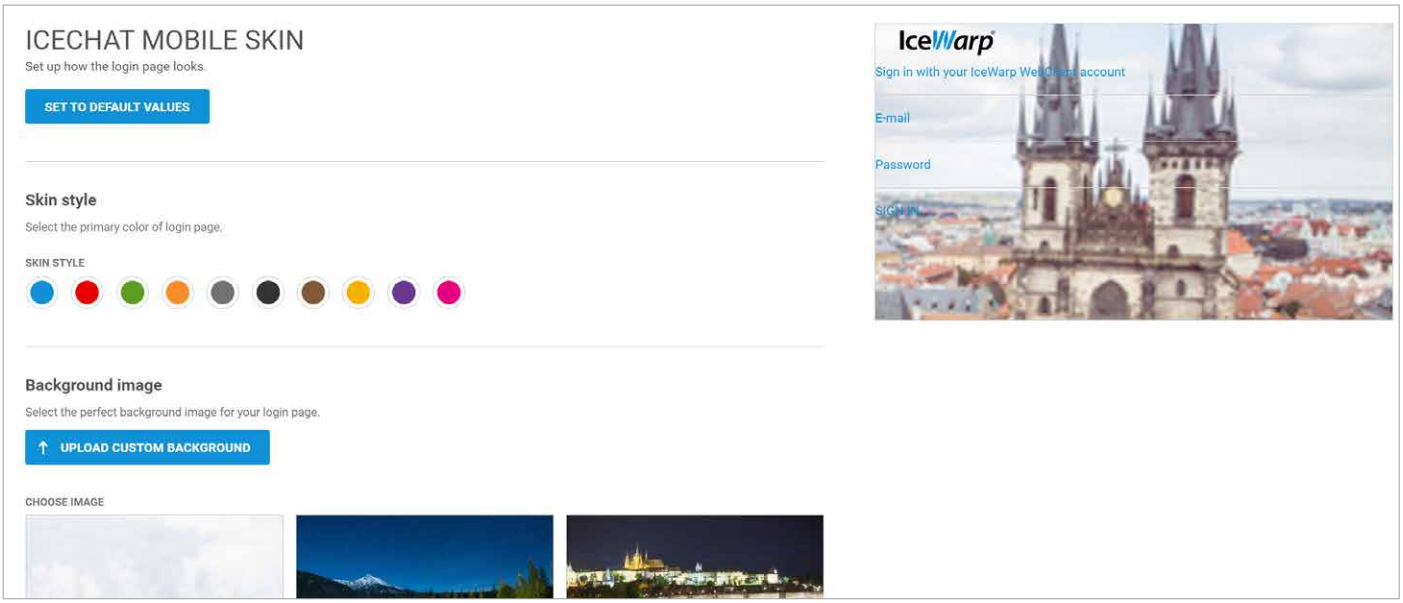


WebAdmin section allows you to set up how WebAdmin looks on the inside. Administrator is able to customize WebAdmin skin by following options:

- **Page title** – change the text shown in the browser tab.
- **Skin style** – pick main color style that will be used for WebAdmin skin.

Note: Administrator can select one of the preferred WebClient interface: Desktop or Tablet, not mobile device.

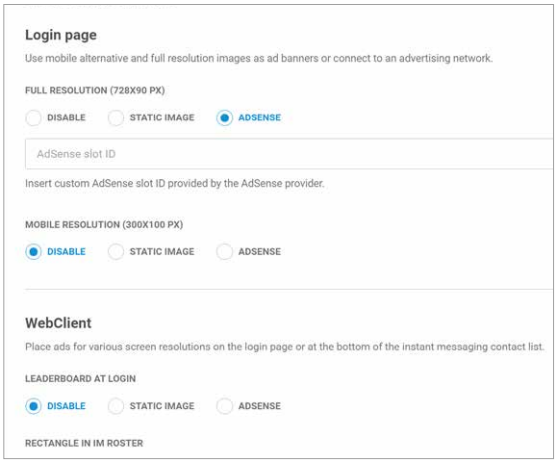
IceChat Mobile Skin



Section for IceChat allows you to set up how IceChat login page looks. Administrator is able to customize IceChat skin by following options:

- **Skin style** – pick primary color that will be used for IceChat login page and on the inside.
- **Background image** – select from predefined background images or upload your own (supported format: JPG, PNG).

Banner Ads

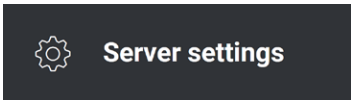


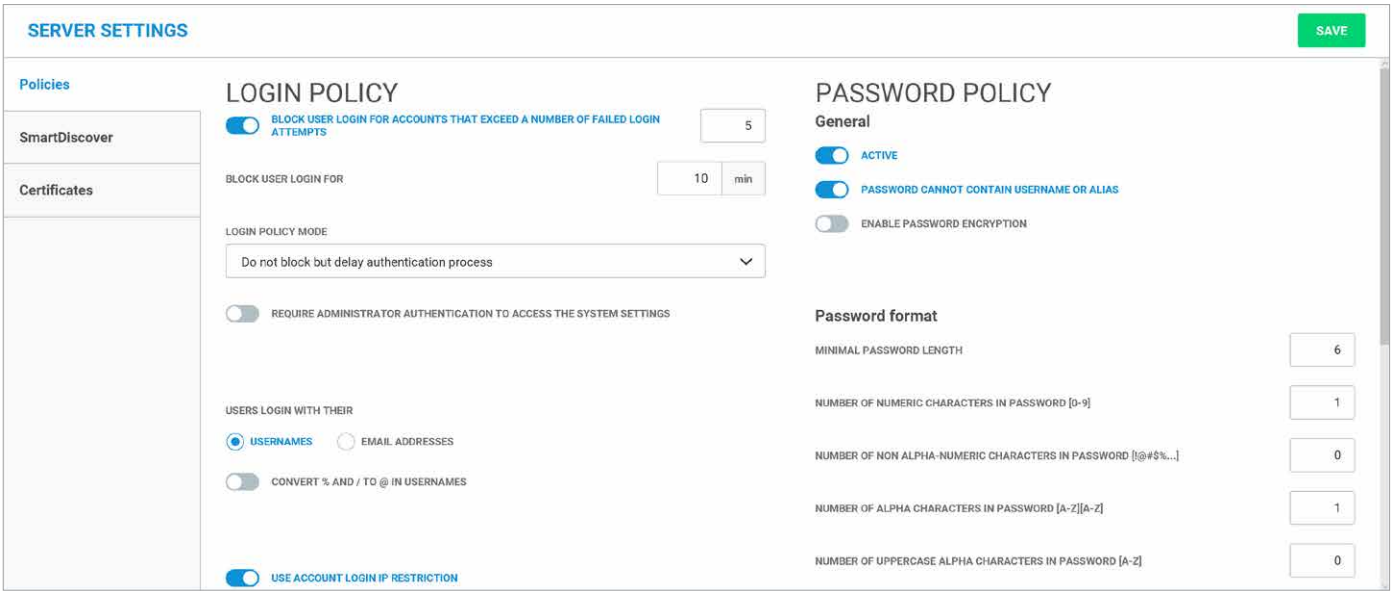
Since version 12, IceWarp Supports Google AdSense. It allows typically service providers (and others) display banner ads on the login screen and inside the WebClient (at the bottom of the instant messaging contact list).

Administrator can select from **Static image** by placing image URL or **AdSense** by placing AdSense slot ID provided by the AdSense provider.

Server Settings

IceWarp server has a wide variety of configuration options that control its behavior and adjust many aspects of the setup.

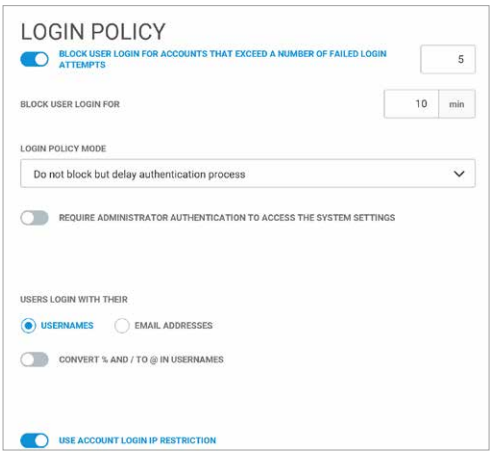




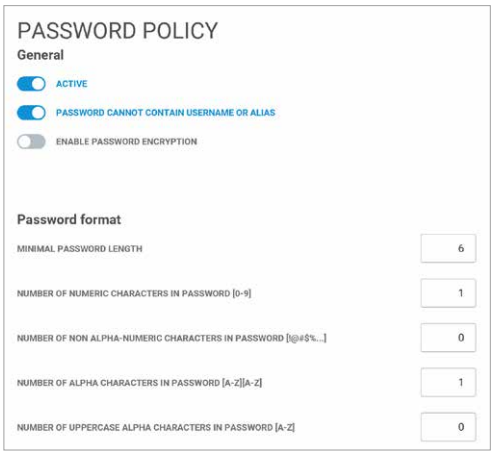
Policies

This tab lets you enable or disable selected services for the user. Administrator can setup policies for login or password:

Login policy:



Password policy:



The password policy part cover set of rules designed to enhance account security by encouraging users to employ strong password and use it properly. When password policy option is disabled, then all fields for password format are also disabled.

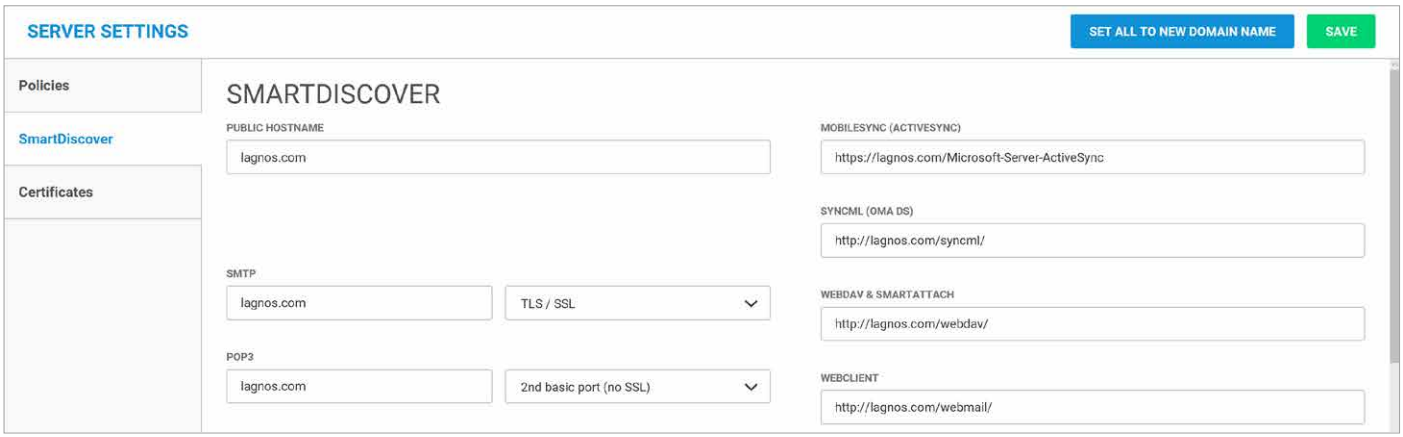
Note: Domain administrators are not able to ignore password policy when password violates policy. It is possible for server administrators only so they can ensure that the passwords are set to a high enough standard.

Note: In case that password expiration option is active and password is expired for a user, this user is immediately prompted for password change when logging to WebAdmin or WebClient.

Smart Discover

SmartDiscover is a mechanism which ensures that any client application once supplied email address and password and authenticated by the server, will recieve a complete list of available protocols, ports, URLs and server addresses.

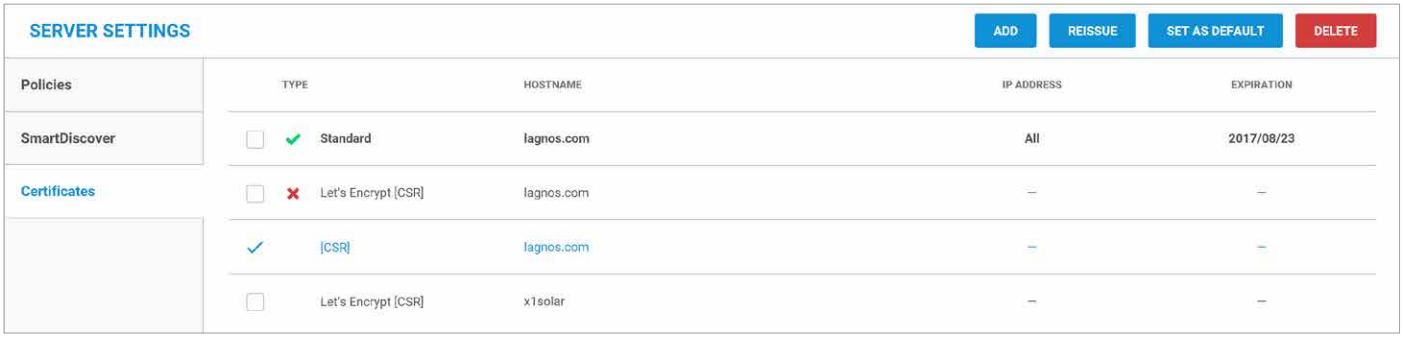
Administrator can setup hostname or alias of the server, where services runs.



Set All to New Domain Name – Click this button to open Server/Hostname dialog, where you can set a new hostname for all fields. Within the URL section fields, only the relevant address parts are changed, other parts are kept. Some of the defined URLs

Certificates

Certificates table displays a list of the certificates used within IceWarp Server. The **Default** certificate, displayed as the first in list, is an integrated certificate that is shipped with IceWarp Server.



Add

Since version 11.4, IceWarp has new easy to use interface for certificate option, where administrator can manage certificates.

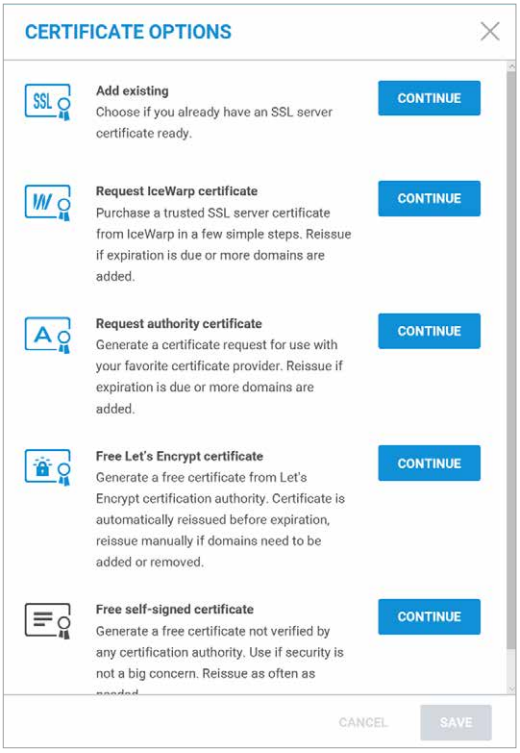
• **Add existing** – choose if you already have an SSL server certificate ready.

• **Request IceWarp certificate** – purchase a trusted SSL server certificate from IceWarp in a few simple steps. Reissue if expiration is due or more domains are added.

• **Request authority certificate** – generate a certificate request for use with your favorite certificate provider. Reissue if expiration is due or more domains are added.

• **Free Let's Encrypt certificate** – generate a free certificate from Let's Encrypt certification authority. Certificate is automatically reissued before expiration, reissue manually if domains need to be added or removed.

• **Free self-signed certificate** – generate a free certificate not verified by any certification authority. Use if security is not a big concern. Reissue as often as needed.

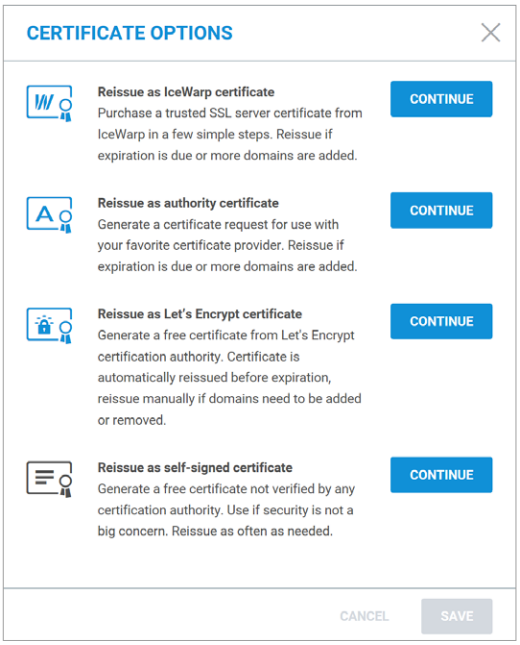


Reissue

This tab allows administrators to easily set the same parameters of original certificate to a new generated certificate.

Reissue dialoque has 4 options:

- **Reissue of IceWarp certificate**
- **Reissue of authority certificate**
- **Reissue of Let's Encrypt certificate**
- **Reissue of self-signed certificate**

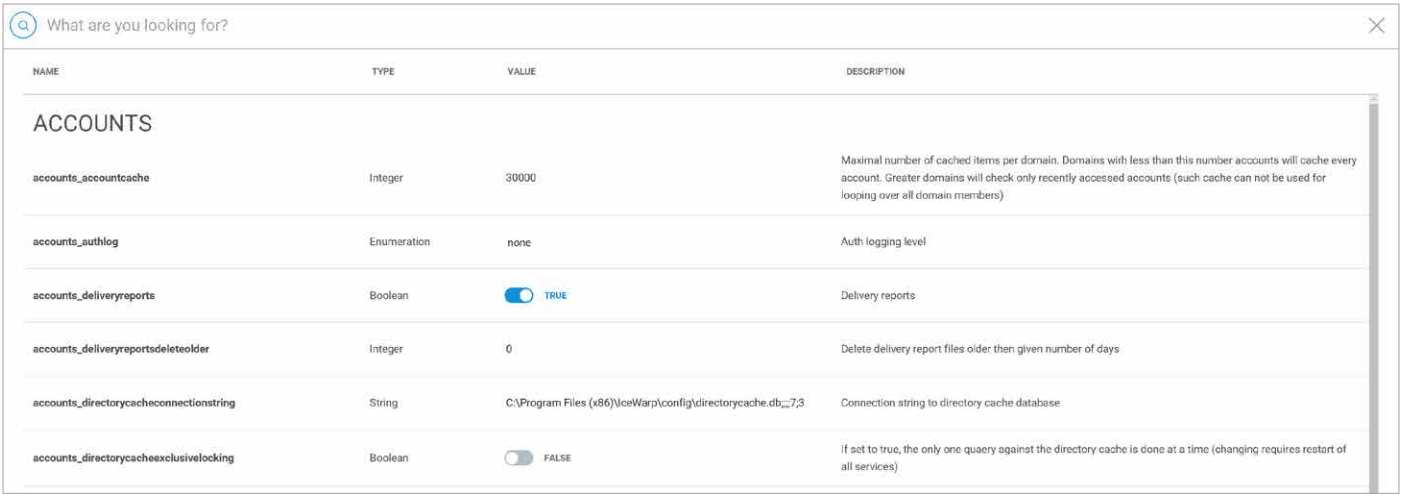


Note: The certificate is designed to re-assure anyone connecting to your server that you are who you say you are, so the more accurate and complete the information in the certificate, the more comfortable your users will feel.

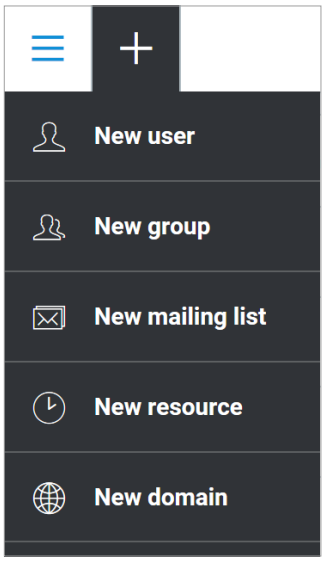
API Console

Click the icon to manage easy-to-use interface of API console. Here you can manage values of API variables.

Search in the upper text field allows you to write an expression (or a part of it) you want to search for. You can search for values from all three columns. To reveal all variables, clear the field and hit **Enter**.



Plus Menu



The plus menu allows you to quick add any item from the scrolling menu.

There are 5 options:

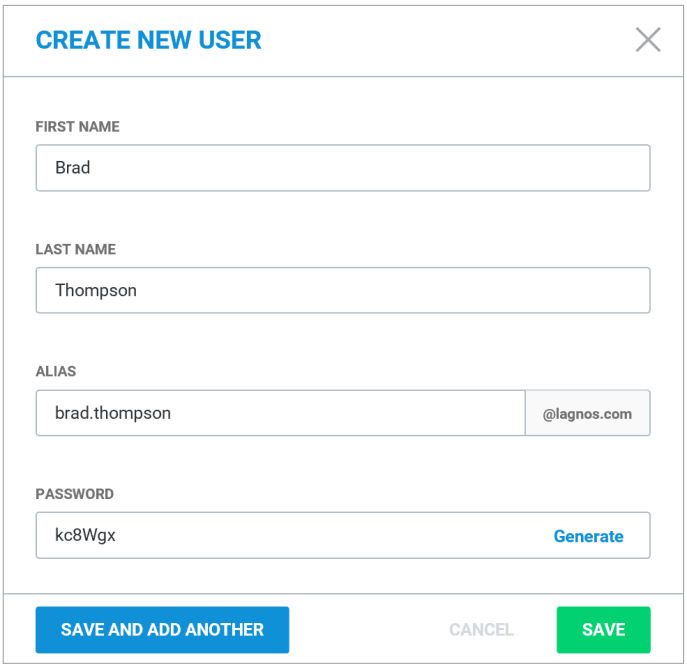
- **New user**
- **New group**
- **New mailing list**
- **New resource**
- **New domain**

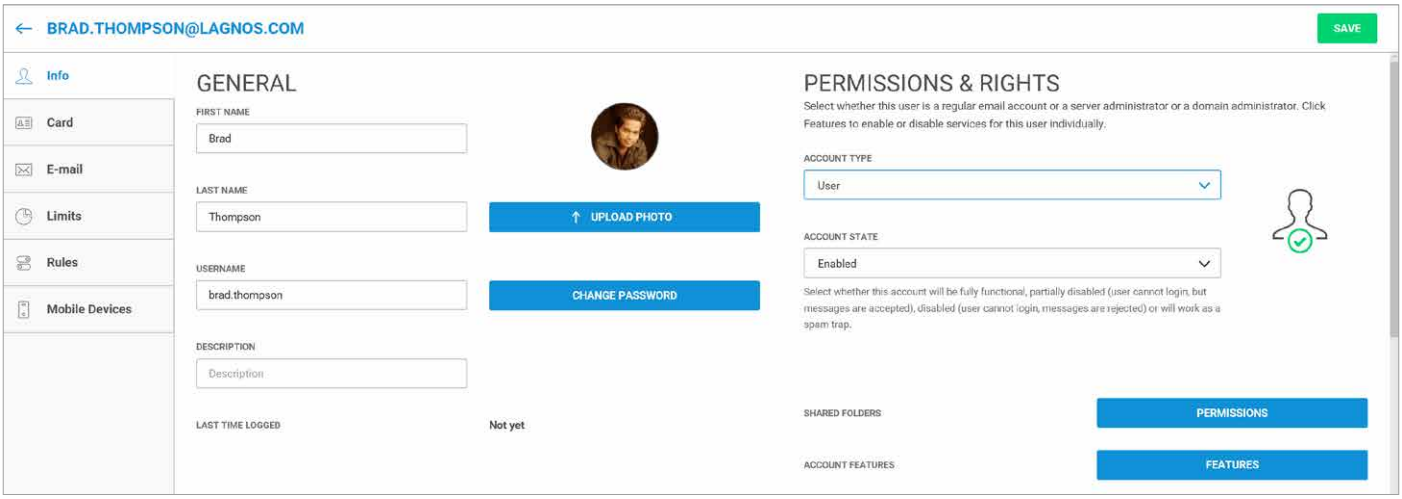
Note: These options are visible for server administrator only.

New User

Use the **Create new user** tab to create new user by filling out first name, last name, alias and password tables.

After filling out this table and click **Save** you will be moved to a new window with user details and possibility to add and set new user details (for detailed description see chapter: Domain's user set-up).

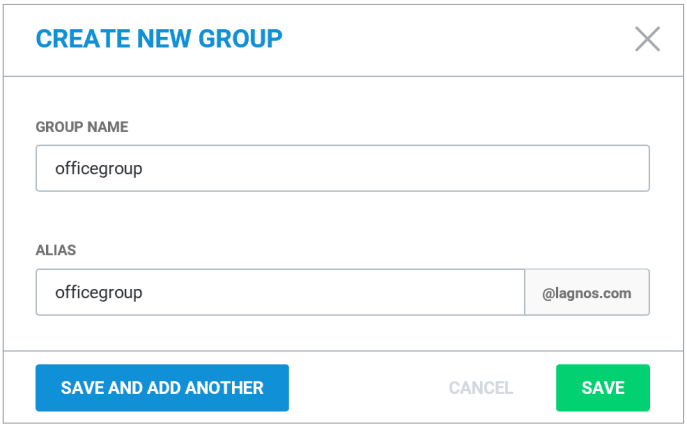




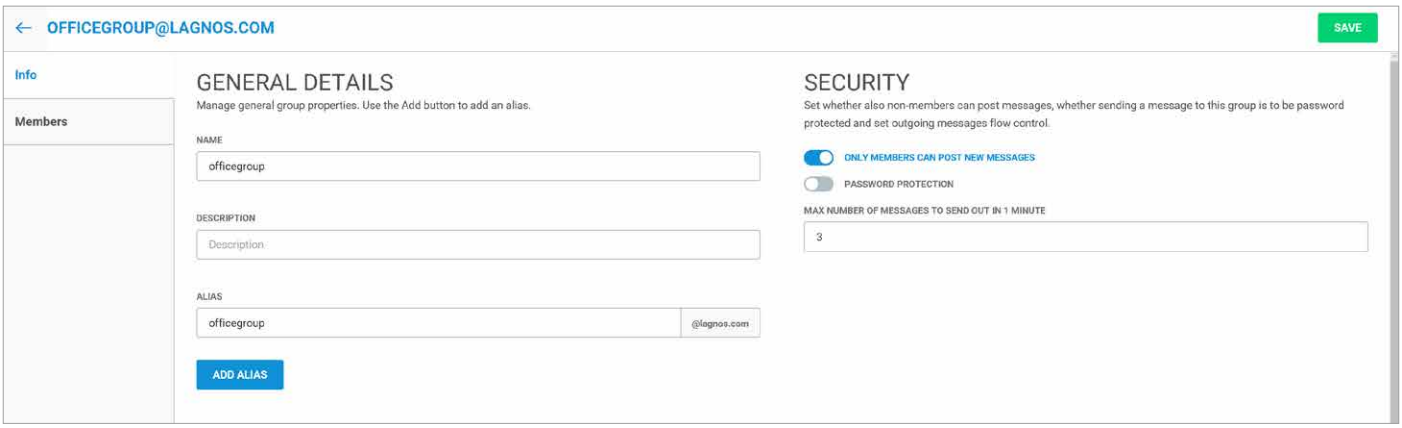
New Group

New group can be created by click on New group table and filling out name and alias.

After filling out this table and click Save you will be moved to a new window with group details and possibility to add group members.

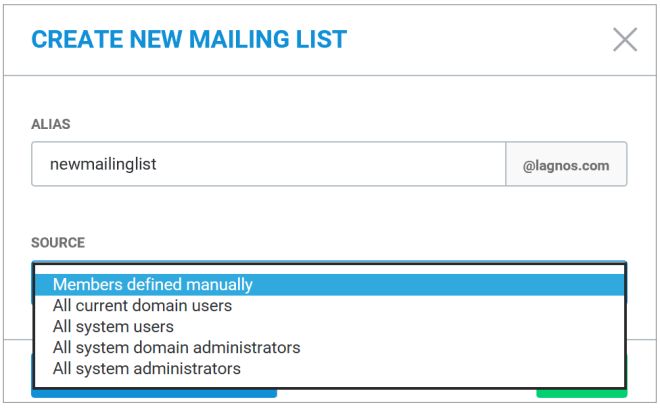


Within Info tab (group details) administrators setup all features regarding the group. They for example enable TeamChat so users of this group can create public or private chat rooms.



New Mailing List

New mailing list button offers to create new mailing list.



In "create mailing list" dialog, it is possible to select "Maling list type".

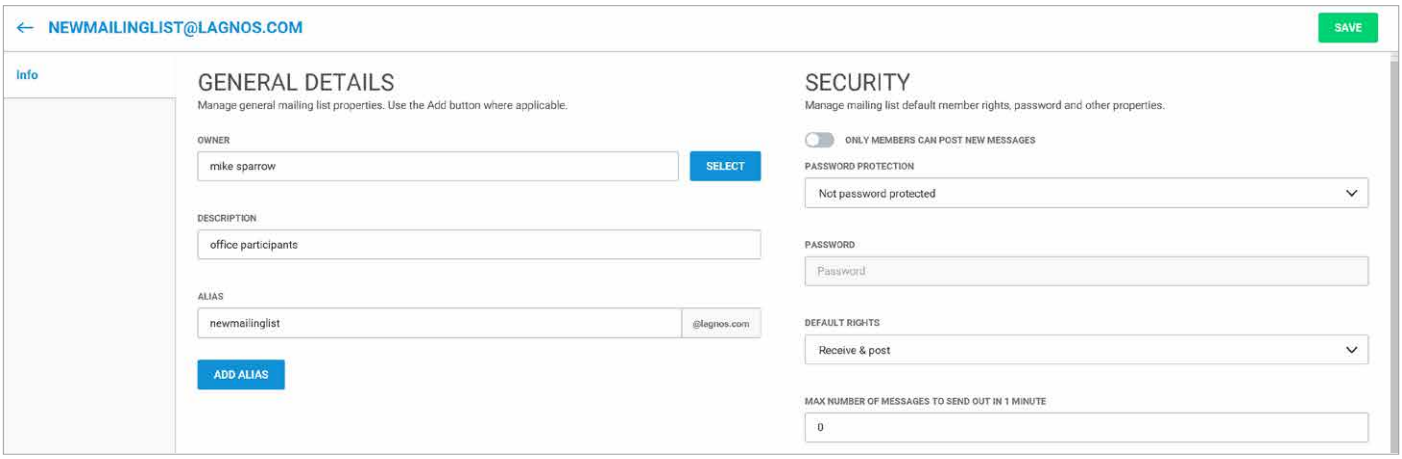
If you are logged **as domain admin**, the available options are:

- Members defined manually (default)
- All current domain users

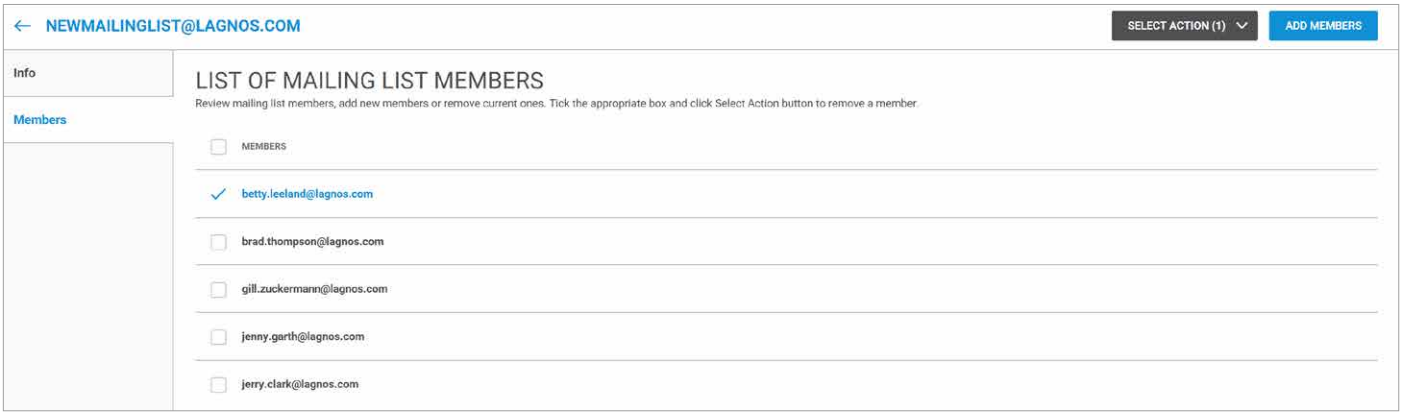
If you are logged **as server admin**, the available options are:

- Members defined manually (default)
- All current domain users
- All system users
- All system domain administrators
- All system administrators

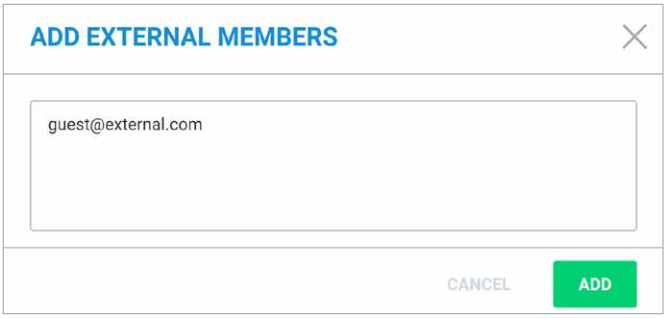
In the next step, new table with mailing list options will appear. **Info** table, where you can define General details, Members source, Security and Other settings:



Members table, that show you list of mailing list members:

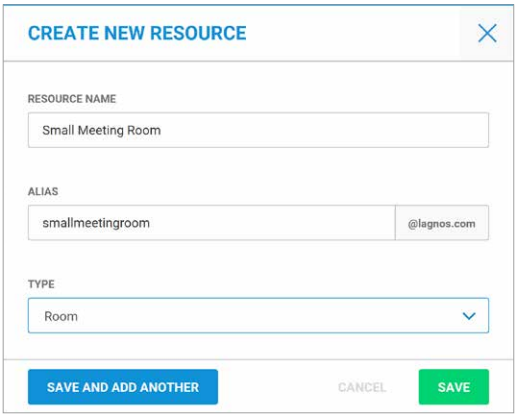


Within **Add Member** menu, you can except local members also **add external members** by typing email address:

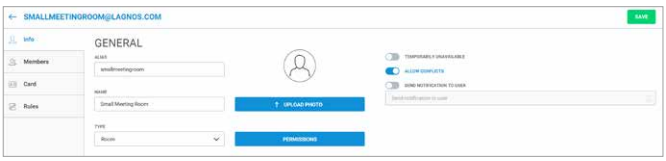


New Resource

This IceWarp Server feature allows smoothing and easing resource management process. This process consists in reservation of company resources and allocation of them. Resources are meeting rooms,projectors, cars etc. When all boxes are filled in, click **Save** and continue to table with additional options.



Info table – where you can define General details about user:



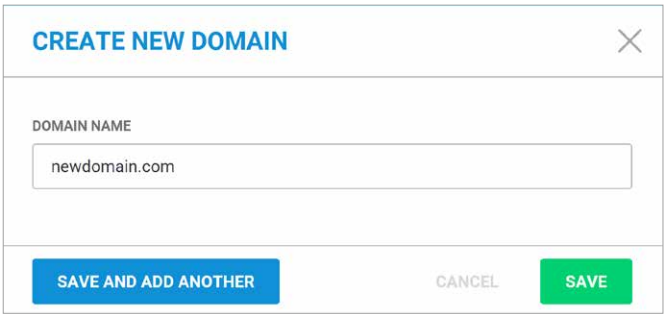
Members table – that show you list of mailing list members:

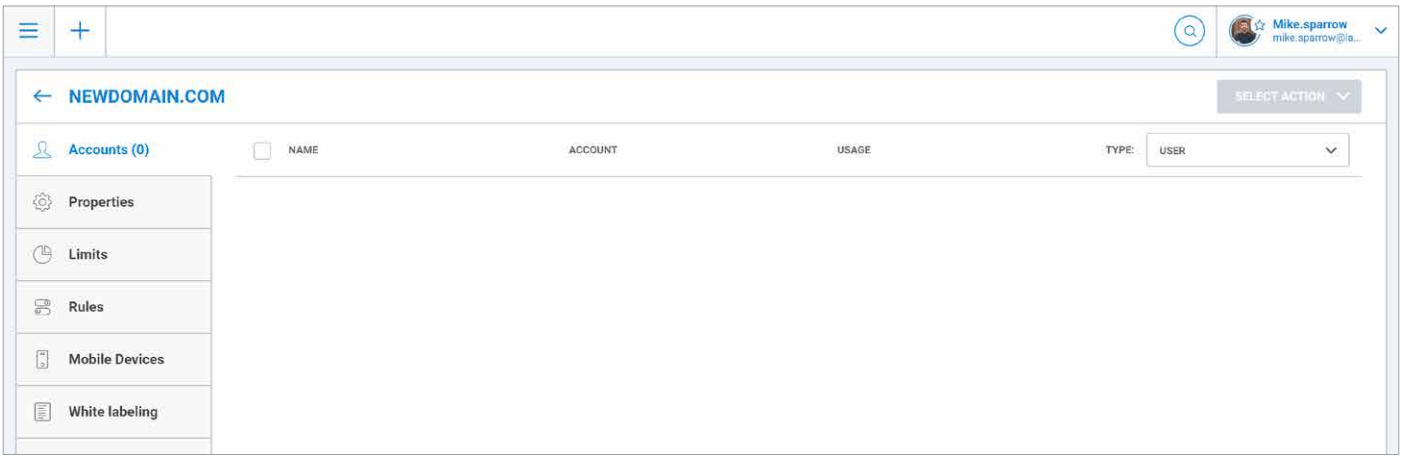
Card table – where you can enter the user's personal information:

Rules table – gives an access to the rules list, allowing you to define conditions and actions:

New Domain

To create and setup new domain you have to follow steps as described by new user, group, etc. Click on **New domain** tab in Plus menu and put domain name to a domain name table. Than click **Save** and you will be moved to a new window where you can add domain details (for detailed description see chapter: Domain's details set-up). Within creating new domain, DNS validation runs.





3. Client Applications

Setup is possible on both the domain and user side. You are allowed to manage the domain's / user's mobile devices, Outlook Sync and Desktop Client applications. There are small differences described below.

Mobile Devices

Link directs you to the mobile device settings that can be reached from the main menu for Domain and User.

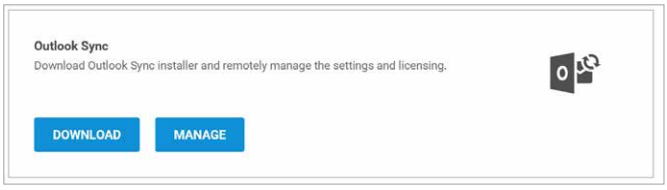
Domain

User

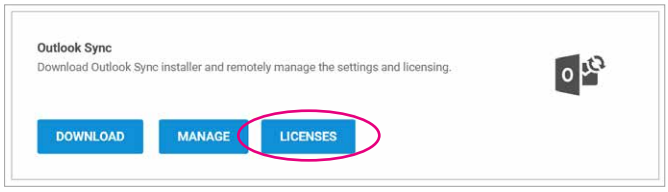
Outlook Sync

Outlook Sync tab gives you an option to download Outlook Sync installer and remotely manage the settings. On the user level you have an ***additional option*** for Licenses.

Domain



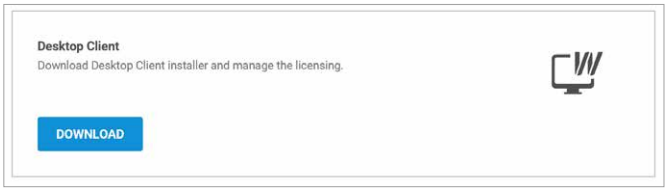
User



Desktop Client

Following this link allow you to download Desktop Client installer. On the user level you have an ***additional option*** for Licenses.

Domain



User

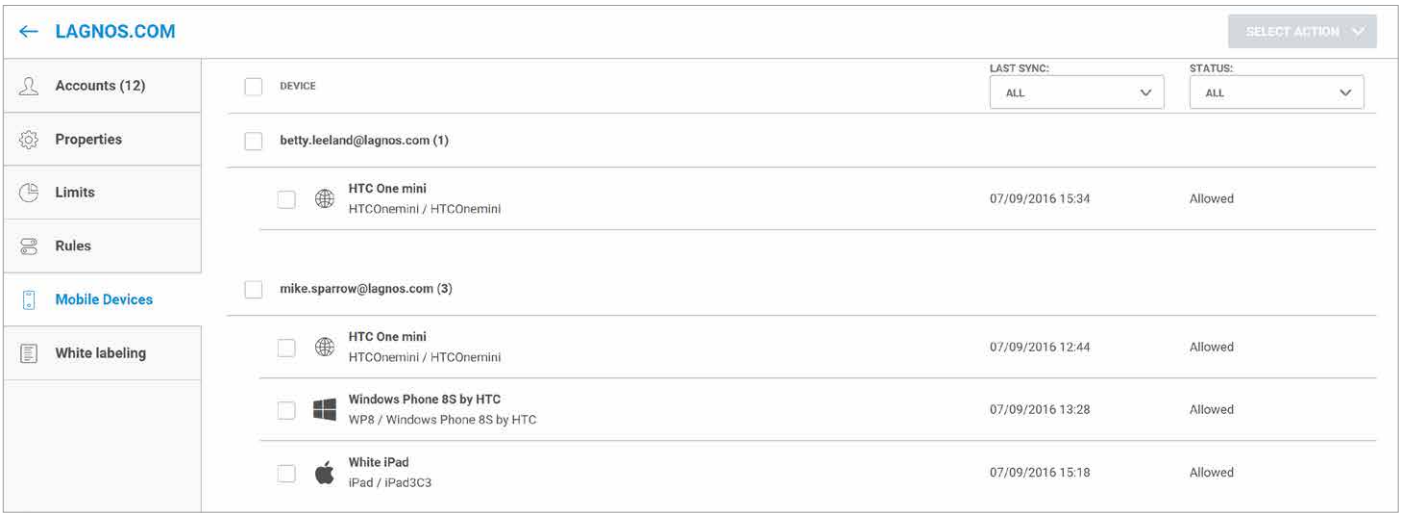
4. Mobile Devices Set-up

Mobile devices set-up options are the same for domain and user.

As an **administrator**, you can choose settings for mobile devices and optionally apply them to different users. You can see all mobile devices connected to the domain.

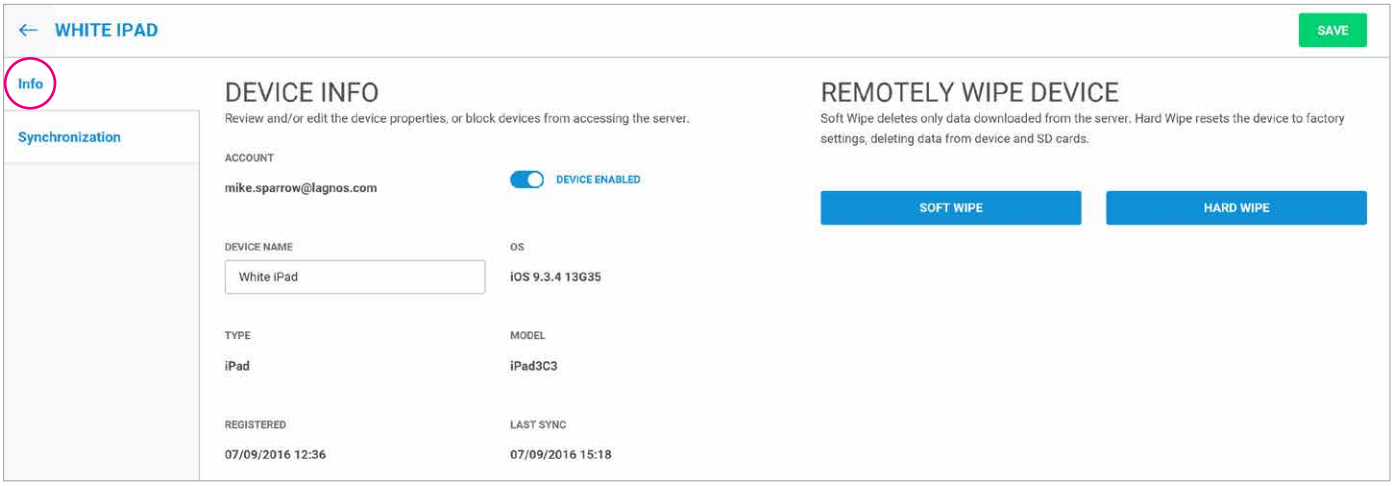
Under the **user**, you can see all mobile devices connected to the user account and apply settings for the user´s mobile devices only.

Domain



User

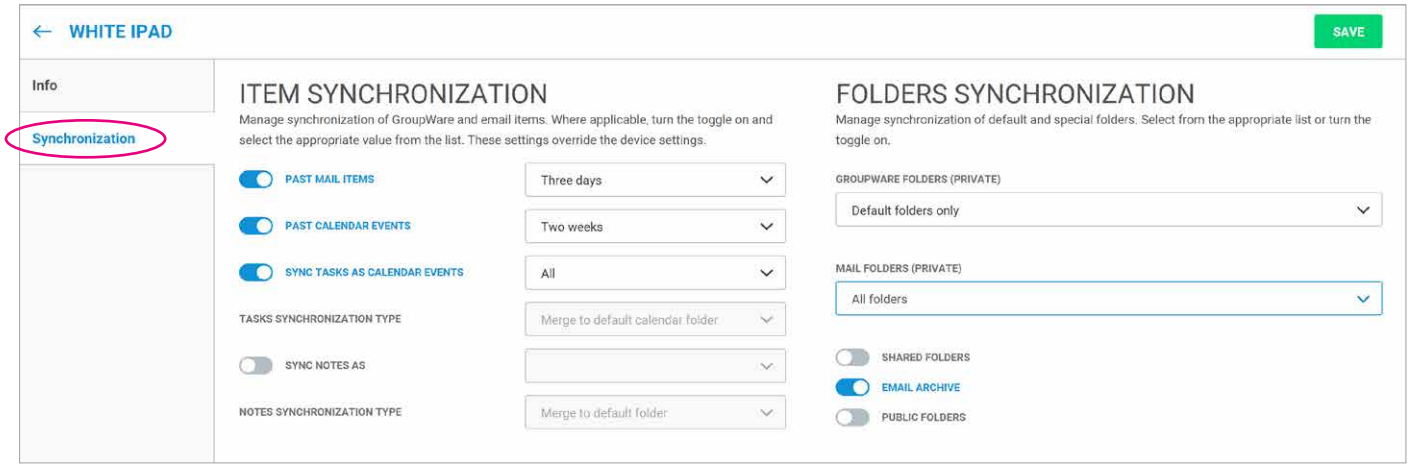
Info and Synchronization menu is possible to get to by clicking on any device in device list:



The screen is divided into 2 parts. Left side belongs to **Device info**, where you can review and edit the device properties, or block devices from accessing the server. Right side named **Remotly wipe device** allows you to reset connected mobile device in 2 ways:

- **Soft wipe**: deletes only data downloaded from the server
- **Hard wipe**: resets the device to factory settings, deleting data from device and SD cards

Extended setup is available in the second section of device list named **Synchronization**.



Note: Use caution when choosing to SOFT wipe or HARD wipe a device!

5. Domain Administration Rights

A server administrator can restrict the rights of other administrators (full and domain administrators) such that they will not be able to modify certain properties. Some examples which come to mind are: type of accounts that can be managed, number of accounts which can be created by the domain administrator, daily send out limit for the users or the maximum message size.

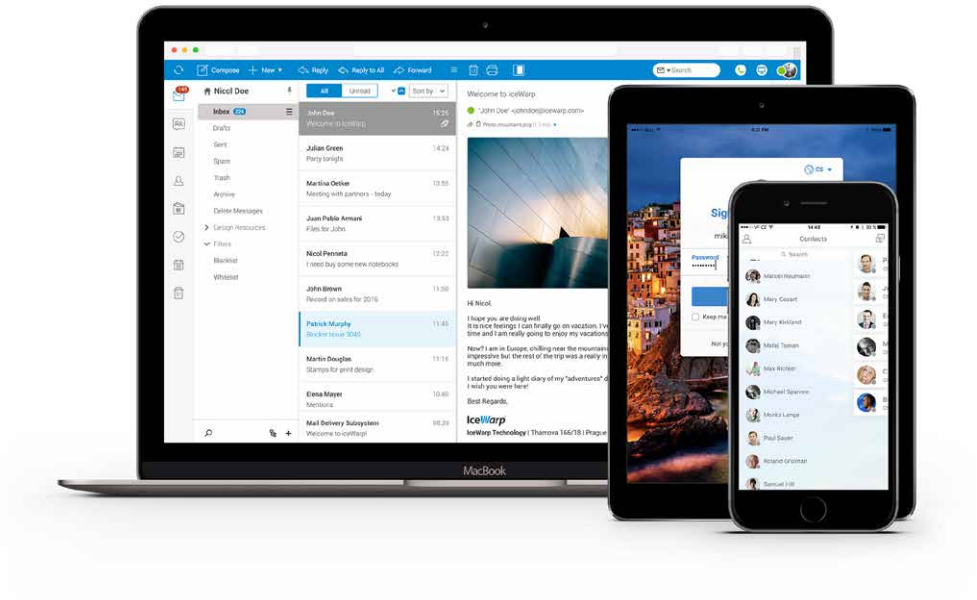
The new WebAdmin application enforces these restrictions based on the contents of the file IceWarp/mail/{domain_name}/{admin_account}/adminperm.dat.
This is the recommended way of managing administrators' rights starting with version 11.3 of IceWarp Server.

More information about Domain administration rights with examples you can find here:

https://support.icewarp.com/hc/en-us/articles/115001010048-Domain-Administration-Rights-adminperm-dat

6. WebAdmin in Tablet or Mobile Phone

WebAdmin uses responsive web design so pages fit their size to the used device (desktop, tablet, phone). There are no functional differences among desktop, tablet or phone devices. This feature can ease your work a lot when you are not at your desk and need to do something urgent. Reset an expired account, change its limits or permissions, manage client applications and other account features – all this (and much more) can be done from your mobile phone or tablet.



7. Access to the Previous WebAdmin Version

You may want to use the previous version of WebAdmin, as you are familiar with it. It also provides wider coverage of settings. In this case, use the following path syntax:

<path_to_new_version>/old

Example: mail.domain.com/admin/old

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