MailSite Reviewer's Guide

End User Reviewer's Guide

Revision 3
21st October 2014

Rockliffe Systems

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1 Introduction

Thank you for your interest in MailSite. MailSite offers unsurpassed email server performance and scalability, accommodating sites ranging from dozens to millions of mailboxes.

MailSite comes bundled with an ActiveSync server that works with the major smartphones to push email, calendar and contact updates over-the-air.

2 Company Overview

About Rockliffe Systems, Inc.

Rockliffe has been providing secure communicatoin software for carriers, telecoms, hosting providers, service providers, enterprises and small businesses worldwide since 1995. Rockliffe is based in California's Silicon Valley with European offices in the UK. Rockliffe has thousands of customers hosting more than 15 million mailboxes worldwide. These include service providers such as AT&T, Vofafone, eChalk and OneBox; enterprises such as Teleflora, Encyclopædia Britannica, and MediaNews Group. Rockliffe partners include AVG and Mailshell. For more information visit: http://www.rockliffe.com.

3 Mailsite Package

This MailSite administration guide covers the following MailSite products:

- MailSite SE (Small Enterprise)
- MailSite LE (Large Enterprise)
- MailSite SP (Service Provider)

MailSite SE - For Small-to-Medium Size Enterprises

MailSite SE is an affordable, easy to use standards-based email server for small businesses that includes a shared contact and calendar server and an ActiveSync server. MailSite SE is an award-winning Windows SMTP, POP and IMAP email server that also includes advanced anti-spam and anti-virus protection, powerful content filtering, multi-language webmail and push wireless email. MailSite works great with Outlook, Outlook Express, Eudora, Mozilla's Thunderbird and Sunbird and Apple's Mac Mail and iCal. It supports mobile devices such as the iPhone, Android, BlackBerry, Windows and Nokia smartphones.

MailSite LE - For Large Enterprises

MailSite LE is high quality email server software that provides enterprises with an affordable, secure email server solution with anti-spam, anti-virus, shared calendar and mobile synchronization options that can be deployed in a load balanced cluster of email servers. Award-winning MailSite is a powerful Windows-based email server that has been meeting the performance, scalability and reliability requirements of service providers and enterprises since 1995. It includes an email server, list server, web client server, wireless synchronization server and a shared calendar server combined with a powerful arsenal of secure email services including anti-spam, anti-virus and SSL. MailSite LE offers a choice of easy to use, intuitive administration interfaces and is a cost effective alternative to Microsoft Exchange.

MailSite SP - For Service Providers

MailSite SP email hosting software provides carriers and service providers with a secure, clustered, scalable, high performance and fault tolerant SMTP, POP and IMAP email hosting platform. MailSite SP utilizes Microsoft SQL Server for its configuration and subscriber database to quickly and easily provision value-add services such as antivirus, anti-spam, mobile device synchronization and shared calendaring.

MailSite Anti-Spam Filter

MailSite Anti-Spam Filter is an integrated part of the MailSite product line. It is a next-generation spam blocking solution that uses a "cocktail" approach of technologies to detect and eliminate spam. By providing end-user controls, false positives are avoided. MailSite Anti-Spam Filter analyzes email during processing, to identify spam before it's delivered. Configuration options allow end users to review their server-identified spam, or an automated server quarantine of spam can be used.

MailSite Anti-Virus Filter

MailSite Anti-Virus Filter is an integrated MailSite add-in that blocks viruses at their network entry point – the email server. This prevents them from getting past user defenses and protects corporate data. MailSite Anti-Virus Filter detects and removes viruses, worms and Trojans from incoming, outgoing and internal email traffic in real time, before viruses can enter or leave the network.

MailSite Calendar and Contact Server

The MailSite Calendar Server is a powerful and flexible collaboration platform. MailSite Calendar Server enables standards-based calendar sharing based on the iCalendar standard providing calendaring for many clients including Outlook, Vista's Windows Calendar, Google Calendar, Mozilla's Lightning/Sunbird and Apple's Mac iCal. The server also supports native calendaring and contacts for Outlook.

MailSite also supports native read/write collaboration with Microsoft Outlook by offering Microsoft SharePoint (WSS) calendar and contact list sharing, publishing and access.

MailSite ActiveSync Server

The MailSite ActiveSync Server works with major smartphones to push email, calendar and contact updates over-the-air giving native support for many of the leading mobile devices.

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4 MailSite Product Highlights

The MailSite server offers a powerful messaging solution for business users:

- Push email, calendar, contacts to iPhone, Android, Windows, BlackBerry and Nokia smartphones
- Flexible Calendaring
- Flexible Contact Lists
- Native Microsoft Outlook 2013, 2010 and 2013 email, calendar and contact synchronization without client plug-ins
- MailSite ExpressPro AJAX Web Interface

MailSite comes bundles with an Exchange ActiveSync (sometimes referred to as AirSync or EAS) server that works with the major smartphones to push email, calendar and contact updates over-the-air to iPhone, BlackBerry, Android, Windows Phone and Nokia smartphones. This is achieved without any plug-ins, and no expensive and complex middleware is required.

Allied to the collaborative elements, users are given the power to manage their most important data from a wide range of form factors.

- Over-the-air synchronization for iPhone, iPad, Windows Phone, Nokia Symbian and Android devices without plug-ins or middleware
- Outlook and web calendar automatically synchronized with mobile devices of your choice
- Real-time, automatic, instant updates for email, contact and calendar

5   Installing MailSite

5.1 Installation

This section contains information on installing the various components of MailSite, including system requirements and an overview of the installation wizard.

5.2 System Requirements

MailSite SE Platform Availability

- Windows Server 2003 Standard Edition (SP2)
- Windows Server 2008 (not Web Edition)
- Windows Server 2012 (not Core or Web Editions)

MailSite LE and SP Platform Availability

- Windows Server 2003 Standard Edition (SP2)
- Windows Server 2003 Enterprise Edition (SP2)
- Windows Server 2008 (not Web Edition)
- Windows Server 2012 (not Core or Web Editions)

5.3 MailSite SE, LE and SP System Requirements

- Intel-compatible Processor (1GHz or faster CPU)
- 1GB RAM Minimum (2GB or higher recommended)
- Additional message filtering and scanning may require additional CPU and RAM
- Internet Explorer 8.0 or higher
- 250MB Hard Disk space (To install)
- NTFS file system
- Microsoft SQL Server 2000, 2005, 2008, 2014 - Required for versions with SQL integration

5.4 MailSite ExpressPro, Calendar Server and ActiveSync Requirements

- Windows Scripting Host
- Internet Explorer 8.0 or higher
- Microsoft Internet Information Server 6.0 or higher
- Microsoft .NET Framework 4.0

5.5 Installation Contents

The MailSite Windows Console is the program that you use to configure and manage your MailSite server. The Windows Console can run on any of the supported computers listed in the System Requirements. It can manage local and remote MailSite servers on your network, and can even manage remote MailSite installations over the Internet.

MailSite Engine

The MailSite Engine is the component that receives, sorts, addresses and delivers e-mail.

MailSite Console

The MailSite Windows Console is the program that you use to configure and manage your MailSite server. The Windows Console can run on any supported computer as listed in the System Requirements section. It can manage local and remote MailSite servers on your network, and can even manage remote MailSite installations over the Internet.

MailSite ExpressPro

MailSite ExpressPro is a feature rich AJAX web interface designed for demanding users who wish to see a desktop like experience from the browser of their choice. MailSite ExpressPro requires a server with Internet Information Server (IIS) version 6.0 or later and Microsoft .NET Framework 4.0.

MailSite Command-Line Utilities

The MailSite Command-Line utilities can be used to manage data for MailSite mailboxes, mail lists, domains, aliases, and other information from the Windows command prompt. These tools are particularly useful for creating scripts and batch files to automate MailSite configuration operations. Refer to the Utilities Appendix for more information on these utilities.

Mail System Conversion Utilities

The Mail System Conversion utilities allow you to migrate e-mail accounts and messages from your existing mail server to MailSite. Install these tools if you are upgrading from another mail server product. Refer to the Utilities Appendix for information on MSCONV on MSCONVUSER conversion utilities.

6   Installing MailSite SE, LE, and SP

To install any or all of the MailSite components, follow these steps on your mail server system:

Login to Windows as a user with administrative privileges.

MailSite is distributed as a single `SETUP .EXE` file. Begin the installation by executing this file.

The installer displays a welcome dialog. To begin the installation, click **Next.** This displays the MailSite license agreement for your approval:
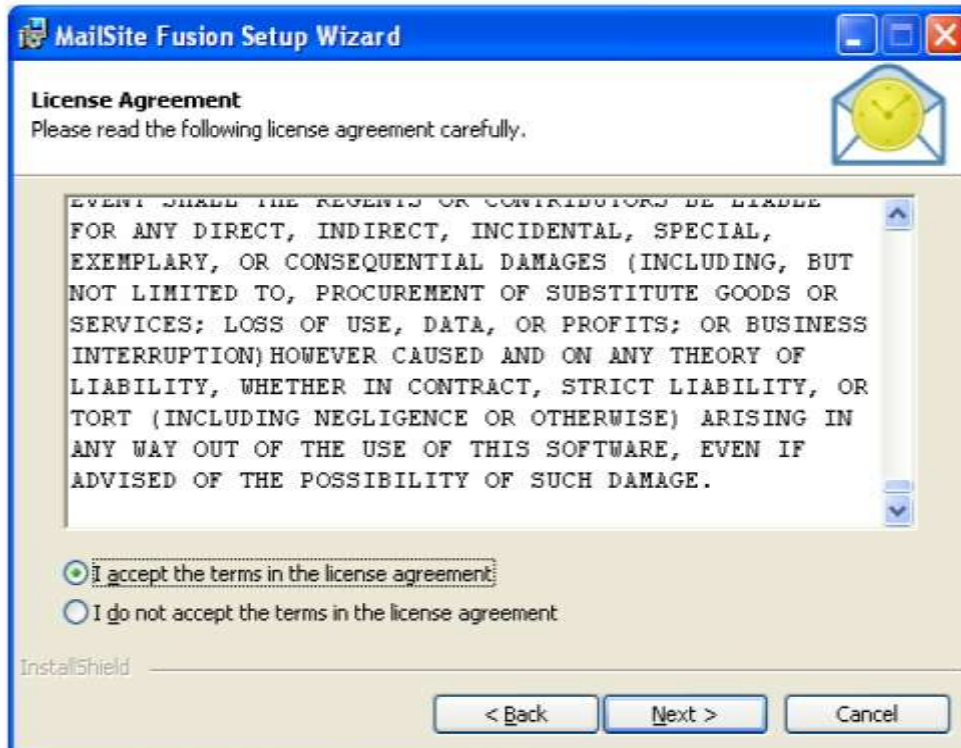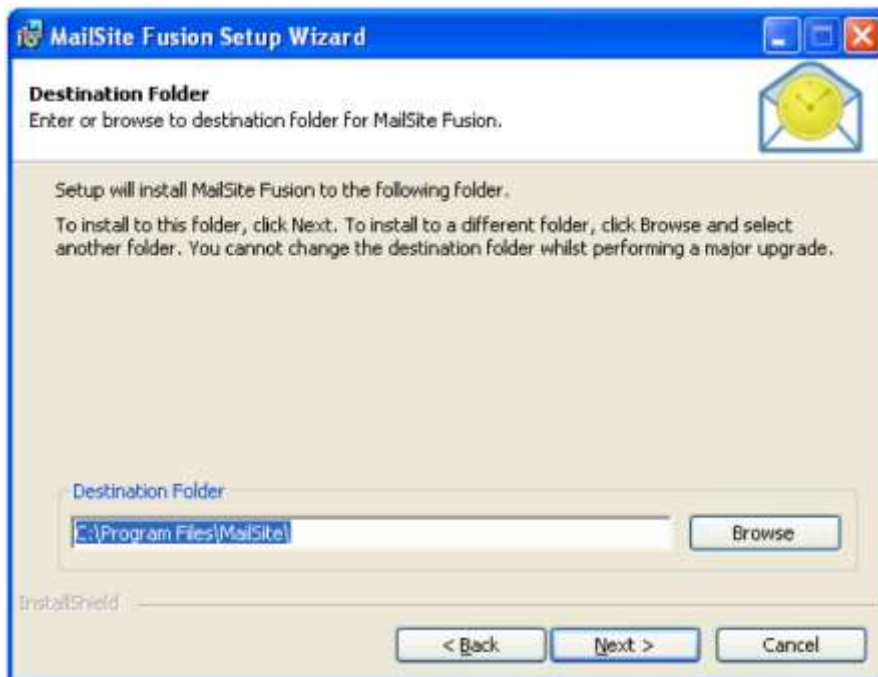

Click **I accept the terms of the License Agreement,** then **Next** to proceed with the installation.

Figure 2 – Installer - License Key Step
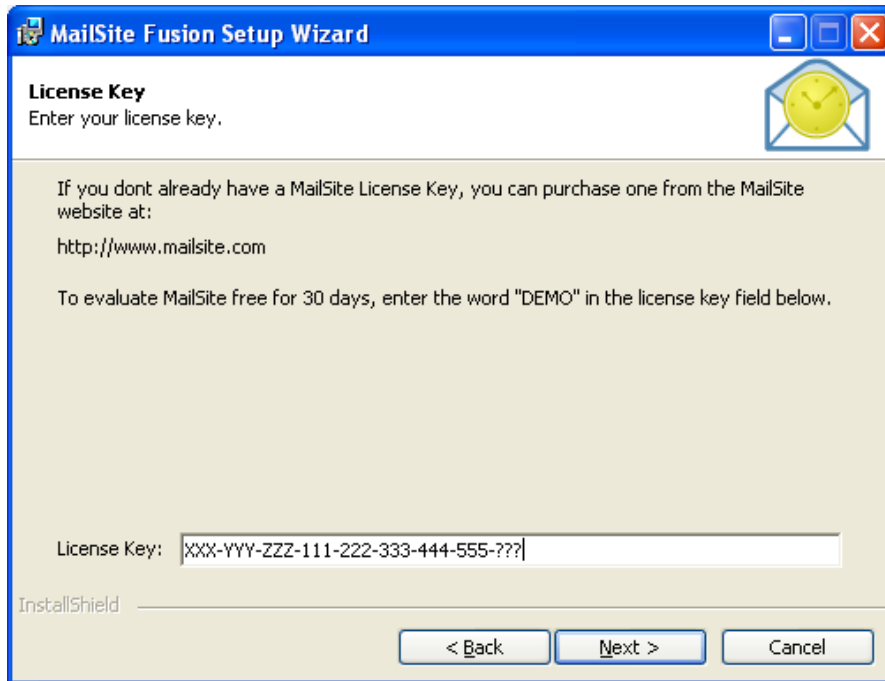
To evaluate MailSite free for 30 days, enter the word DEMO as the license key. Otherwise, enter your valid MailSite license key and click **Next:**

Figure 3 – Installer - Destination Folder Step

This displays a prompt for the location for the MailSite files to be installed.

Select a location and click **Next.** This displays all the components that are available to be installed. As shown, if Microsoft IIS is not installed, important elements which rely on it such as MailSite Express, MailSite ExpressPro and wireless synchronization will not be installed.

Figure 4 – Installer Feature Selection Step
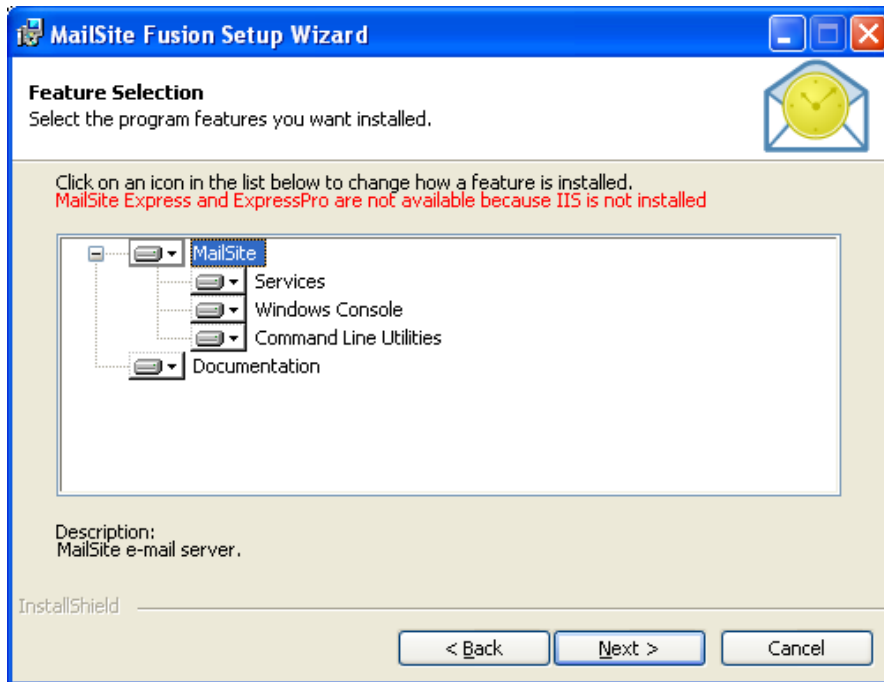
Select the components you want to install and click **Next.** If you chose to install the MailSite services then the installer will prompt you for the default e-mail domain for your site:

Figure 5 – Installer Domain Name Step
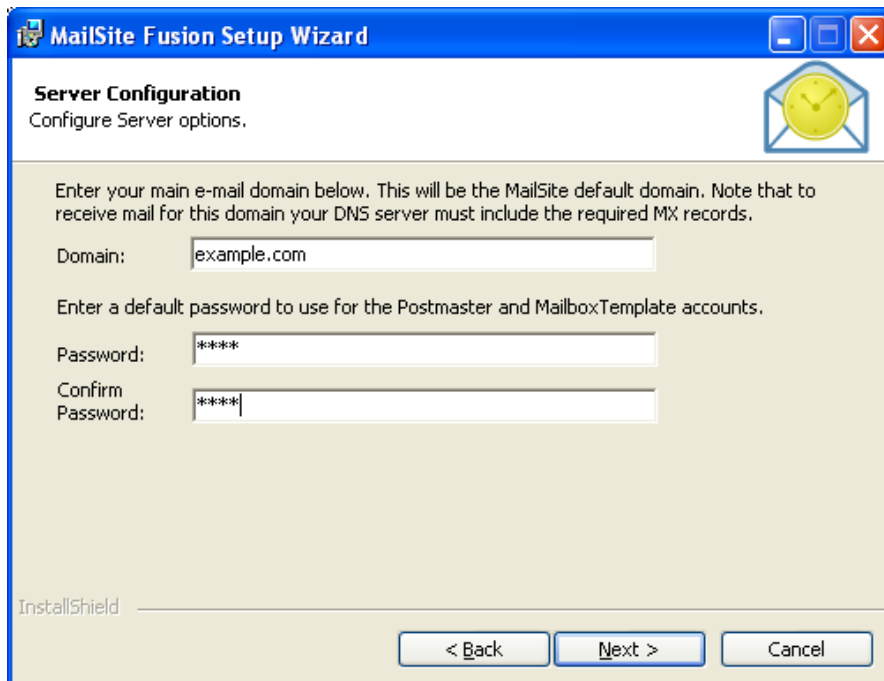
By default, the domain name that is used is the same as that of the server you are installing to, but you can set a different domain if you choose. Once you have chosen a default domain name click **Next.**

Figure 6 – Installer Service Configuration Step

You can choose to run MailSite services under the Local System Account or under the account for a specified domain user. It is also possible to determine whether the MailSite services will be started during the installation process, and whether they will automatically start with Windows. Once these settings are appropriate, click **Next.**

If you choose to install MailSite ExpressPro, the installer will prompt you for information to configure IIS to run MailSite ExpressPro:

Figure 7 – Installer MailSite ExpressPro Step
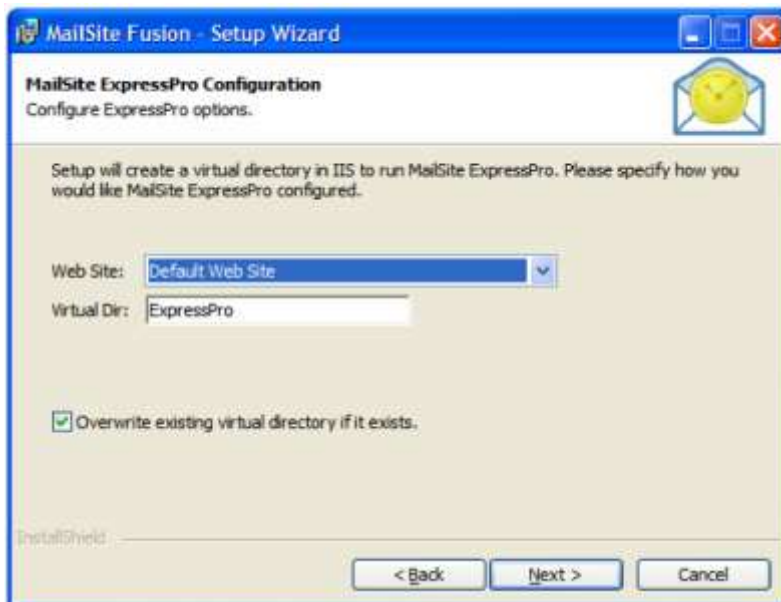
Select the name of the IIS web site that you would like to use. This corresponds with the web site description listed in the Internet Service Manager. The default is:

- **Default Web Site**

MailSite ExpressPro will be registered as an application under this web site with the name specified in the **Virtual Dir** field. The default is:
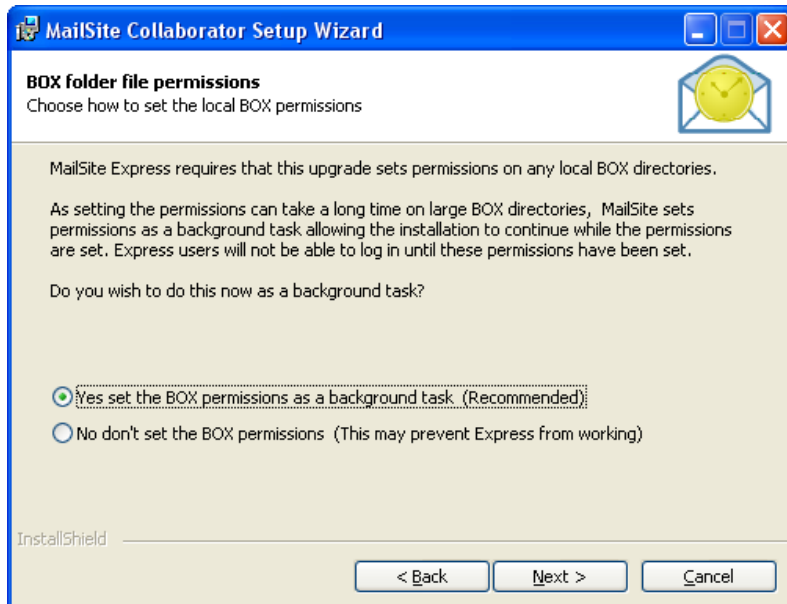
- **ExpressPro**

  When installation is complete, verify that the IIS web site is running and log in to MailSite ExpressPro by pointing your web browser to:

- **[Web Site]/[Virtual Dir]**

  You should see a MailSite ExpressPro login screen. Once complete, click **Next.**

Figure 8 – BOX folder file permissions

If you are upgrading MailSite rather than performing a new installation, you will be prompted as to whether you wish to set BOX permissions during the installation process. It is important to select **Yes** unless you know for sure that permissions are correct. Please contact MailSite Support staff if you have a large installation and are unsure how best to proceed.Once you have selected your preference, click **Next.**
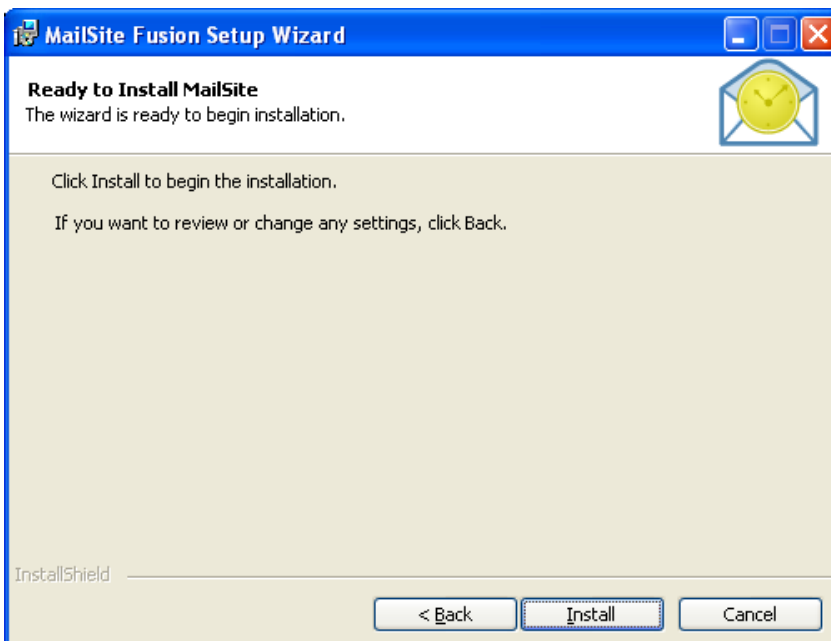
Click **Install** to start the installation process.
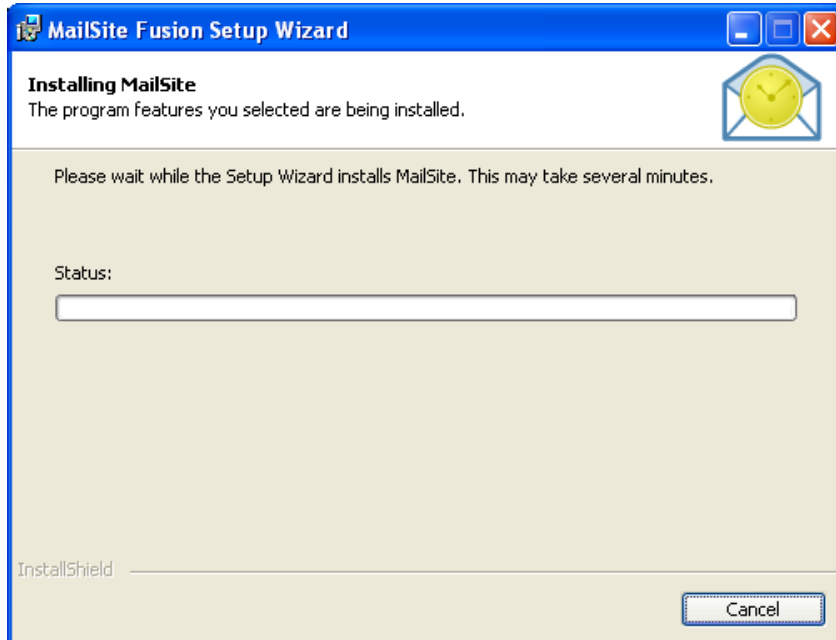
Once the installation is complete you will see a confirmation dialog indicating that MailSite has successfully installed on your computer:
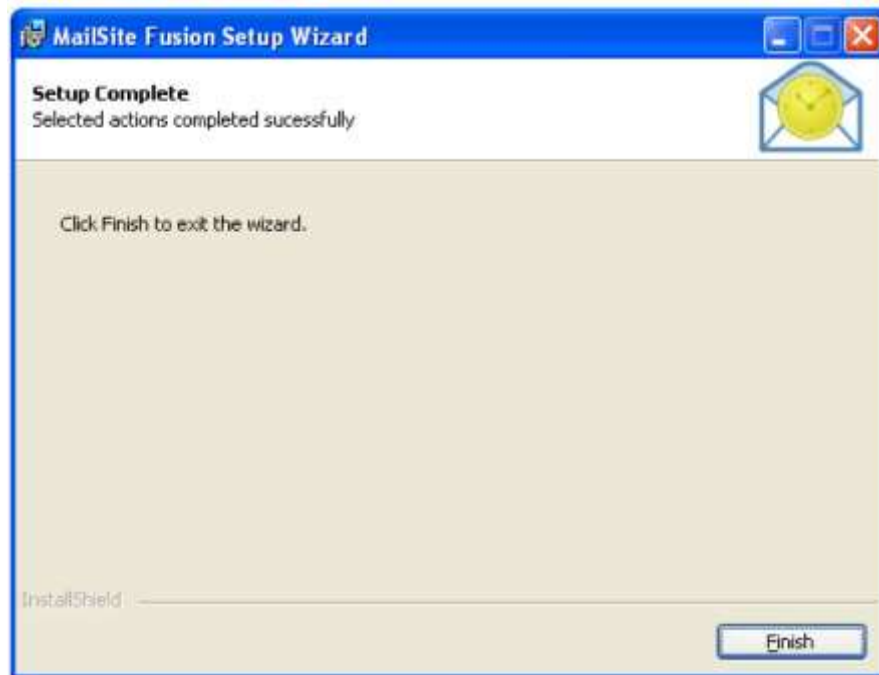
You have successfully completed the installation of MailSite. Depending upon the options chosen during the installation you are ready to use MailSite and configure users or you will need to manually turn on the MailSite Services.

7   Reviewing MailSite

To assist with the evaluation of the new features available within MailSite, we have documented the following tips and suggestions to assist with your product review.

In order to best demonstrate the synchronization capabilities of the MailSite server, it is useful to use both an ActiveSync client such as an iPhone or Android smartphone and Outlook 2013. With this setup, the reviewer can see data synchronize over-the-air using the MailSite server.

7.1 Logging on to ExpressPro

Bring up your browser (Internet Explorer 11, Firefox 33, Chrome 38, Safari 7) and go to the ExpressPro URL, typically:

⇒   **http://www.yourhostname.com/ExpressPro**

You should see the MailSite ExpressPro login page as shown below.

**Figure 1 – ExpressPro Login Page**

Login using the full user@hostname and your password then click "Log In". Once you have logged in successfully, this demonstrates that the MailSite Web Services are running and so you are ready to start the review.

7.2 Linking to Outlook

MailSite provides native support for Microsoft Outlook 2007, 2010 and 2013 shared calendars and contacts. On a client machine with Microsoft Outlook installed, bring up your web browser, login to MailSite ExpressPro and go to the Calendars section. Select a Calendar such as "Default", and then click the **Link to Outlook** button. It is also possible to perform the same action from the Calendar menu.

Figure 2 – Link to Outlook
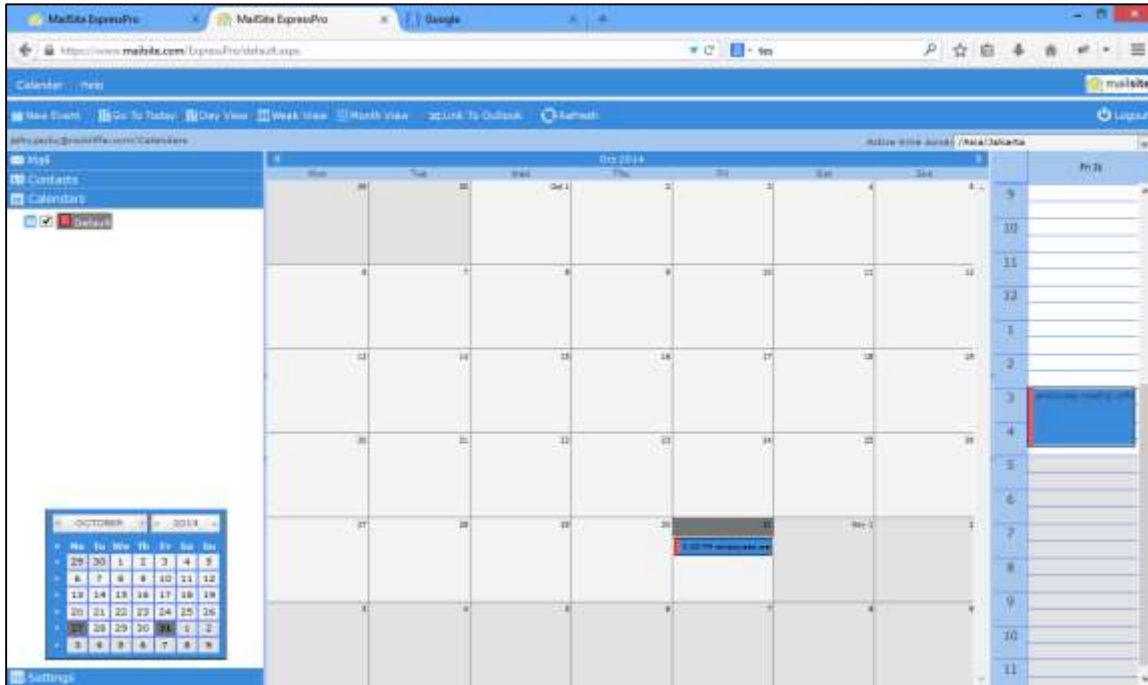
Click **Launch Application** on the subsequent dialog and the Calendar will be added to Outlook.

Figure 3 – Outlook displaying a MailSite Calendar
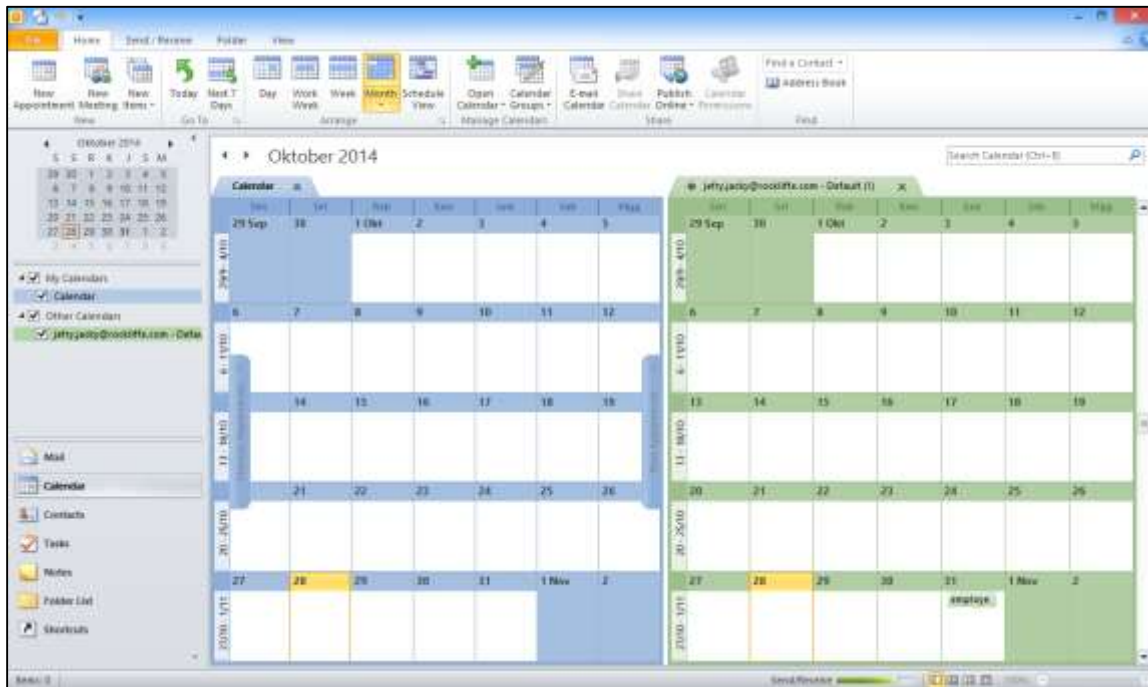
Once complete it is possible to add events in both Outlook and MailSite ExpressPro and the two will automatically synchronize. As shown above, Outlook supports multiple calendars, in this case one local and one synchronized with MailSite.

Contacts are synchronized in exactly the same manner. Go to MailSite ExpressPro and select **Contacts**. Click the **Connect to Outlook** button. As with Calendars, this will create a link between Outlook and the personal contacts seen in MailSite ExpressPro.

Figure 4 – Outlook Displaying MailSite Contacts
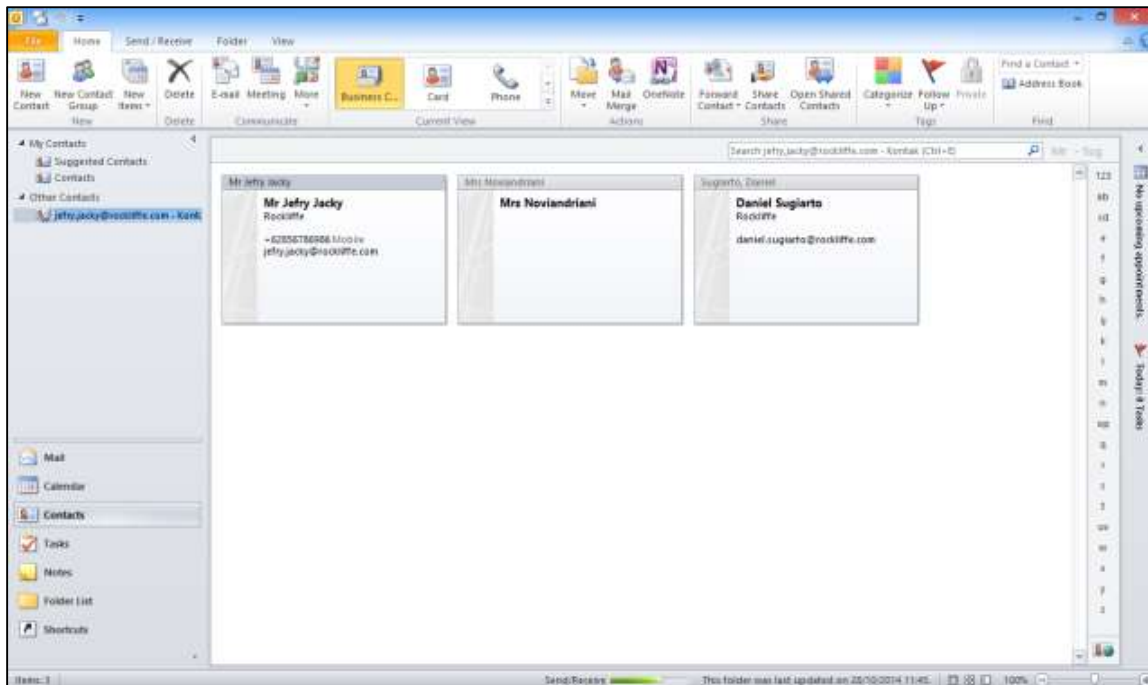
These contacts will now synchronize automatically between Outlook and MailSite allowing the same data to be modified in MailSite ExpressPro. It is important to note that only personal contacts displayed in MailSite ExpressPro will be synchronized to Outlook.

7.3 Mobile Sync

MailSite includes the ability to sync email, calendars and contacts to mobile devices including iPhone, iPad, Android and Nokia smartphones. Use this document as a guide to setup your device.

7.3.1   iPhone, iPad, iOS

Below are some basic instructions on how to set up an iOS device. For details on other devices please see our Knowledge base or documentation for the device as the MailSite ActiveSync server acts in a very similar manner to a Microsoft Exchange server. This should explain the basic setup.

Figure 5 – MailSite setup on iPhone

- Go to Settings -> Mail, Contacts, Calendars -> Add Account
- Select Microsoft Exchange
- Enter the full email address you wish to sync e.g. test@example.com
- Leave the Domain [blank]
- Enter the same email address in Username e.g. test@example.com
- Enter your own description
- Select Next
- If AutoDiscovery fails enter your server name e.g. www.myhostname.com
- Select the services you wish to sync from Contacts, Calendars and Email.
- Press 'Finish'

7.3.2 Android

Below are some basic instructions on how to set up an Android device. For details on other devices please see our knowledge base or documentation for the device as the MailSite Active Sync server acts in a very similar manner to a Microsoft Exchange server. This should explain the basic setup.
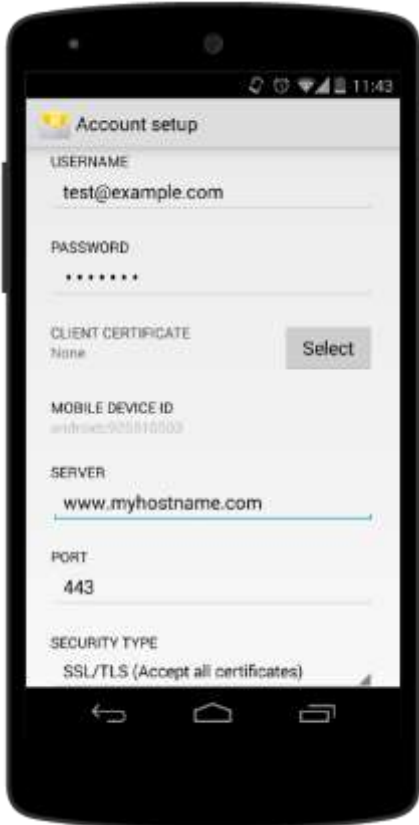
Figure 6 – MailSite setup on Android

- Go to Setting -> Accounts -> Add Account -> Corporate
- Enter the full email address you wish to sync e.g. test@example.com
- Enter the password -> Next -> Select Exchange
- Enter the same email address in Username e.g. test@example.com
- Enter your server name e.g. myhostname.com
- Change 'Security type' to SSL/TLS (Accept all certificates)
- Leave 'Client certificates [blank]
- Select Next
- Select the services you wish to sync from Contacts, Calendars and Email.
- Press 'Next'

Windows Phone

Below is some basic instruction on how to set up a Windows device. For details on other devices please see our knowledge base or documentation for the device as the MailSite Active Sync server acts in a very similar manner to a Microsoft Exchange server. This should explain the basic setup.
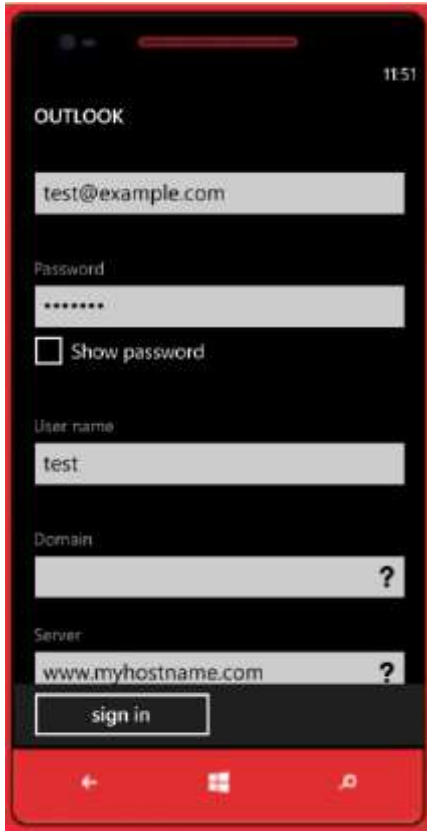
Figure 7 – MailSite setup on Windows Phone

- Go to Setting -> Email + Accounts -> Add an Account -> Choose Outlook
- Enter the full email address you wish to sync e.g. test@example.com
- Enter the password -> Sign in
- Enter the same email address in Username e.g. test@example.com
- Enter your server name e.g. myhostname.com
- Leave the Domain [blank]
- Select Sign in
- Select the services you wish to sync from Contacts, Calendars and Email.

7.4 Synchronizing Collections

Using ActiveSync it is possible to synchronize email, contacts and calendar events to your mobile device. Changes made either on the device or through ExpressPro or through the linked contacts/calendars in Outlook are reflected and all three access points are updated.

Contact Example

Create a new contact on your mobile device. Once you click **ok** this new contact will automatically sync with the MailSite ActiveSync Server.

Figure 8 – Android Displaying a Contact

Now that the new contact is on the MailSite server, you can then see the new contact in your Personal Contacts List in ExpressPro (click back to the Mail section and then return to Contacts to see the data updated).

Figure 9 – ExpressPro Displaying the same Contact
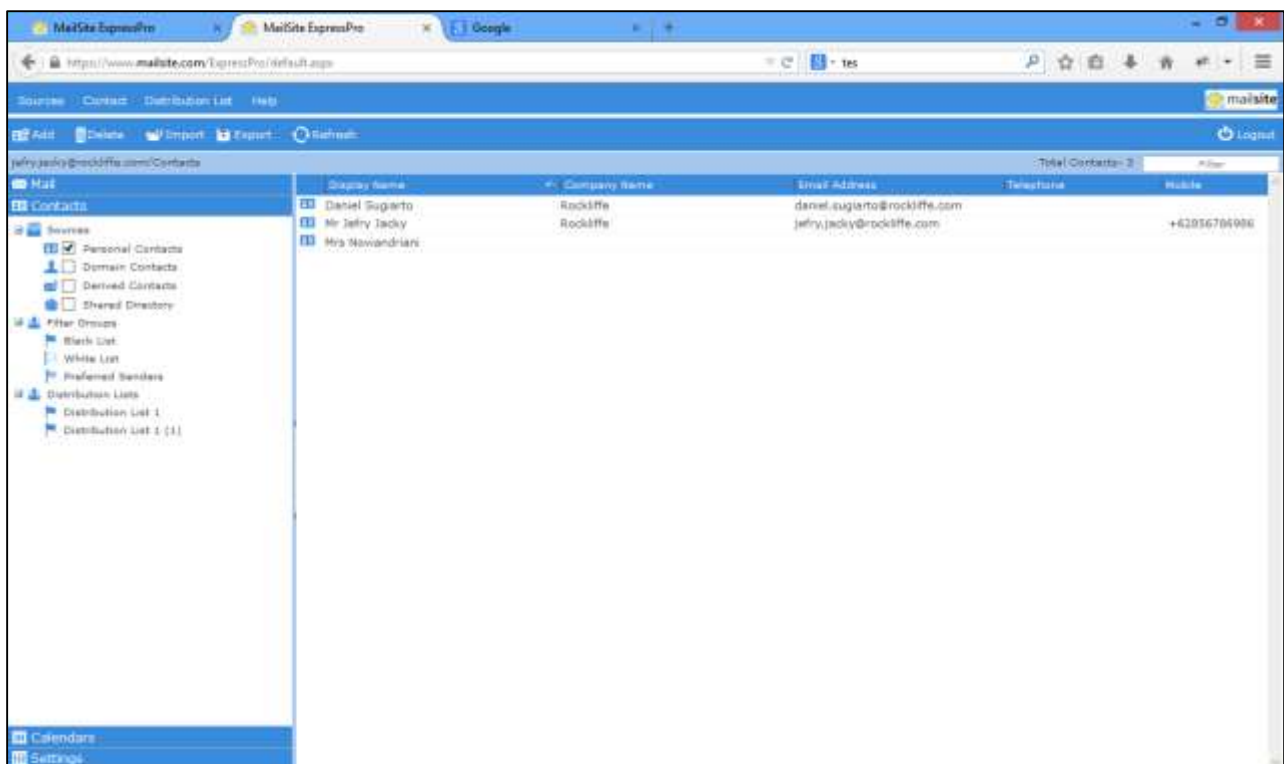
Outlook synchronizes the MailSite Contacts at a configurable interval. If you do not yet see the new Contact in Outlook, click "Tools ->Send/Receive"

Figure 10 – Outlook displaying the same Contact
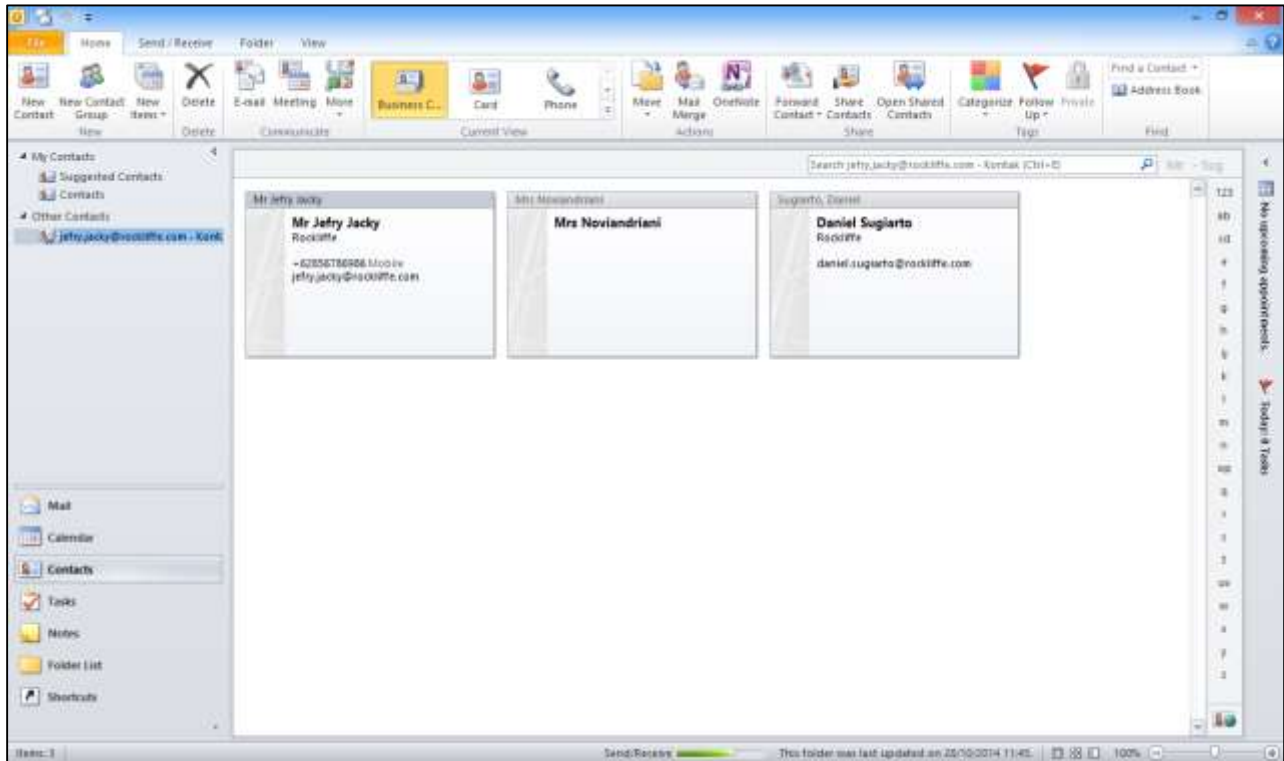
In a similar manner, calendar events can be synchronized between Outlook, MailSite and the smartphone.

8 Summary

The Product

MailSite provides an ActiveSync server, native Outlook support, and an advanced AJAX web interface that enables end-users to manage their mail, calendar and contacts from wherever they are.

MailSite is an award-winning email server that has been meeting the performance, scalability, and reliability requirements of service providers and corporate enterprises since 1995.

MailSite makes it easier than ever to offer today's demanding users the functionality they require.

The Features

- Mobile Sync from your device through our ActiveSync-compatible Server
- Flexible calendar support
- Outlook Sync including your email, calendar and contact
- ExpressPro web client Advanced interface : Designed to be familiar to users of outlook
- Ultimate Email Security
- POP and IMAP mailbox access

9 Email Acronym Reference Guide

MTA	Message Transfer Agent
SMTP	Simple Mail Transport Protocol Message transfer across Internet Message send from client to MTA
IMAP	Internet Mail Access Protocol Message retrieval from mailbox to client Stores message folders on server Retrieves one part at a time
POP	Post Office Protocol Message retrieval from mailbox to client Message Folders on client Whole message retrieved

MailSite Supported RFC's

MailSite, Inc. has a long tradition of working with the Internet community to advance Internet standards. Some of the principal Internet RFC's implemented in MailSite products are listed below.

RFC 821	Simple Mail Transfer Protocol (SMTP)
RFC 822	Format of ARPA Internet Text Messages (Mail Header Format)
RFC 1123	Requirements for Internet Hosts -- Application and Support
RFC 1558	A String Representation of LDAP Search Filters
RFC 1651	SMTP Service Extensions
RFC 1652	SMTP Service Extension for 8bit-MIME Transport
RFC 1653	SMTP Service Extension for Message Size Declaration
RFC 1725	Post Office Protocol - Version 3
RFC 1778	The String Representation of Standard Attribute Syntaxes
RFC 1779	A String Representation of Distinguished Names
RFC 1798	Connection-less Lightweight X.500 Directory Access Protocol
RFC 1823	The LDAP Application Program Interface
RFC 1867	Form-based File Upload in HTML
RFC 1891	SMTP Service Extension for Delivery Status Notifications

RFC 1892	Multipart/Report Content Type for the Reporting of Mail System Administrative Messages
RFC 1893	Enhanced Mail System Status Codes
RFC 1894	An Extensible Message Format for Delivery Status Notifications
RFC 1942	HTML Tables
RFC 1980	A Proposed Extension to HTML : Client-Side Image Maps
RFC 1985	SMTP Service Extension for Remote Message Queue Starting
RFC 2034	Enhanced Error Codes for SMTP
RFC 2060	Internet Message Access Protocol, Version 4 Revision 1 (IMAP4rev1)
RFC 2086	IMAP4 ACL Extension
RFC 2095	IMAP/POP AUTHorize Extension for Simple Challenge/Response (CRAM-MD5)
RFC 2131	Dynamic Host Configuration Protocol (DHCP)
RFC 2246	The TLS Protocol Version 1.0
RFC 2359	IMAP4 UIDPLUS Extension
RFC 2445	iCalendar
RFC 2557	MIME Encapsulation of Aggregate Documents, such as HTML (MHTML)
RFC 2595	Using TLS with IMAP, POP3 and ACAP
RFC 2616	Hypertext Transfer Protocol -- HTTP/1.1
RFC 2659	Security Extensions For HTML
RFC 3207	SMTP Service Extension for Secure SMTP over Transport Layer Security

Contact Information

For additional assistance with your MailSite 10 evaluation, please contact one of the following Rockliffe representatives.

MailSite Sales: http://www.mailsite.com

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Product Review Contact: Ben Cwilewicz

Product Manager

Email: Ben.Cwilewicz@rockliffe.com