

MailEnable Installation Guide

MailEnable Messaging Services for Windows Server 2008/2012/2016/2019

Installation Guide for:
MailEnable Standard Edition
MailEnable Professional Edition
MailEnable Enterprise Edition
MailEnable Enterprise Premium Edition



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Table of Contents

| | | |
|----------|---|----------|
| 1 | Before You Install | 3 |
| 1.1 | MailEnable System Requirements | 3 |
| 1.2 | Conflicting Applications or Services | 3 |
| 1.3 | Configuring TCP/IP and DNS Settings | 4 |
| 1.4 | Downloading the Installation Program | 4 |
| 2 | Running the Installation Program | 5 |
| 2.1 | Installing Standard Edition..... | 5 |
| 2.2 | Installing Professional Edition | 14 |
| 2.3 | Installing Enterprise and Enterprise Premium Editions | 24 |

1 Before You Install

This section outlines any preparation you should consider before installing MailEnable.

1.1 MailEnable System Requirements

1.1.1 Operating System

- Windows 2008/2012/2016/2019 (either 32-bit or 64-bit versions)

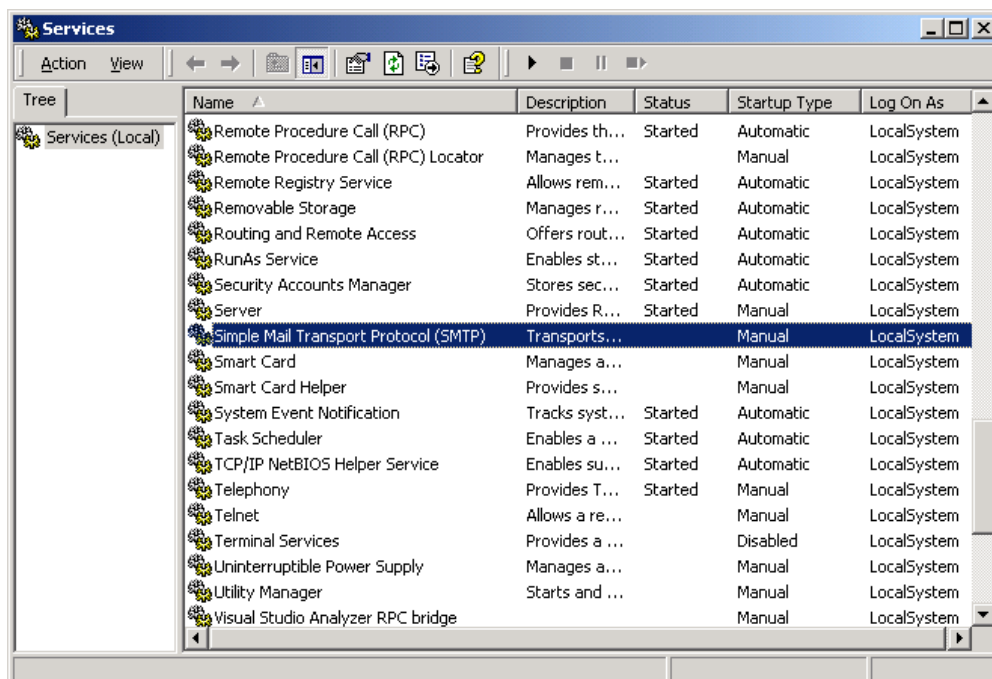
Note: While the MailEnable product suite can be installed and has been tested on Windows workstation environments the company does not support these platforms.

1.1.2 Platform Requirements

- 4GB RAM, minimum 100MB hard disk space
- Microsoft IIS v7.0 or greater for webmail, web administration, CalDAV, CardDAV, ActiveSync
- .NET framework 3.5 or later
- Dedicated Internet connection recommended

1.2 Conflicting Applications or Services

MailEnable has integrated SMTP and POP services. For this reason, you should ensure that the computer is not already running POP or SMTP services. The installation program will complete, even if there are conflicting services or applications installed, but ideally, you should check the service control manager to ensure that they are not running or have not been configured to start automatically.



SMTP and POP services use TCP/IP ports 25 and 110 respectively. You can determine if a service or agent is using these ports by using the NETSTAT utility at the command prompt. For help using the NETSTAT application please refer to the Microsoft Web Site.

1.3 Configuring TCP/IP and DNS Settings

MailEnable use the servers configured IP address for resolving domains for outbound mail. It is important that the server can resolve host names to IP addresses.

As a test, you should attempt to ping the following address:

www.mailenable.com

If the address cannot be resolved, you will need to adjust your networking settings and ensure that your DNS settings are configured correctly. If you are using the Google Public DNS service (8.8.8.8) for your server then be aware that reverse DNS blacklisting may not function correctly, due to lookup limitations by Google.

1.4 Downloading the Installation Program

The MailEnable Installation Program is approximately 100 MB in size depending on the version. It can be downloaded from: <https://www.mailenable.com>

2 Running the Installation Program

2.1 Installing Standard Edition

2.1.1 Installation Overview

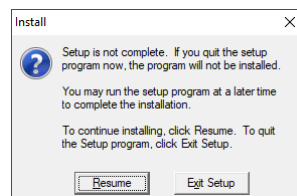
Note: In order to install MailEnable Standard, you require administrative privileges of the server MailEnable is installing upon.

Run the installation executable by double clicking on the install program. The installation program will then guide you through the rest of the installation process. Each screen of the installation program is likely to contain data entry fields, Next, Back and Cancel control buttons.

The [**Next**] button allows you to proceed to the next step of the installation process.

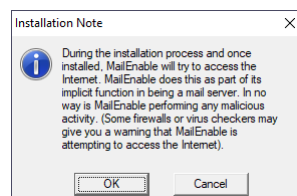
To exit the installation at any time, you can click on the [**Cancel**] button.

Likewise, the [**Back**] button allows you to step back through the installation process. At any time the [**Cancel**] button is pressed you will be shown an exit screen as shown below verifying that you do in fact want to exit the installer.



2.1.2 Installation note

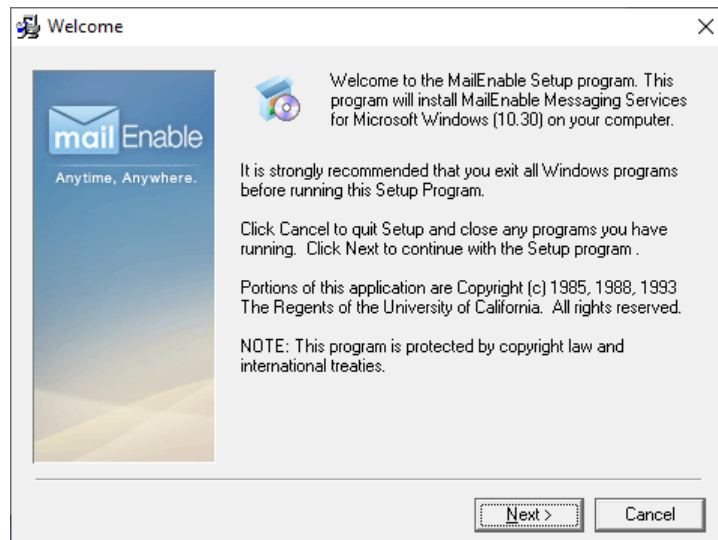
Once you commence installation the following note will appear. This is just to inform you that MailEnable will try to access the internet once installation is completed. Read the note and click [**OK**] to continue.



2.1.3 Welcome Screen

The welcome screen informs that you are installing MailEnable Messaging Services. It also provides a warning outlining the copyright protection of the MailEnable product suite.

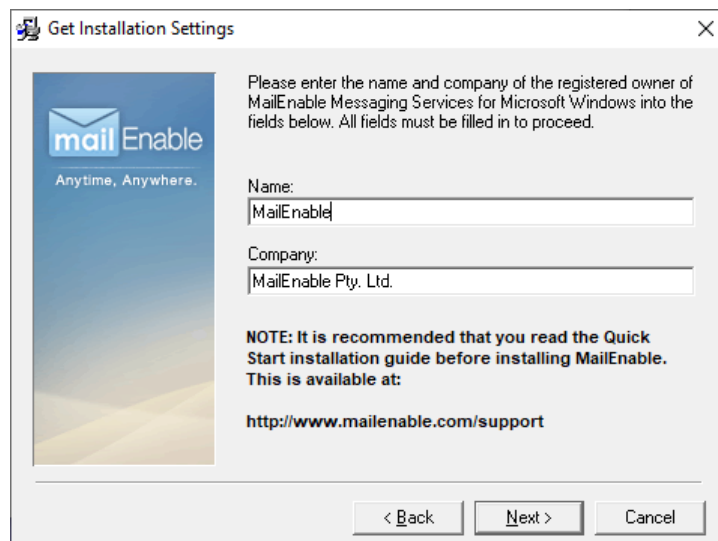
If you wish to continue installing the application, click on the **Next** button.



Please click the [Next] button to continue.

2.1.4 Registration Details

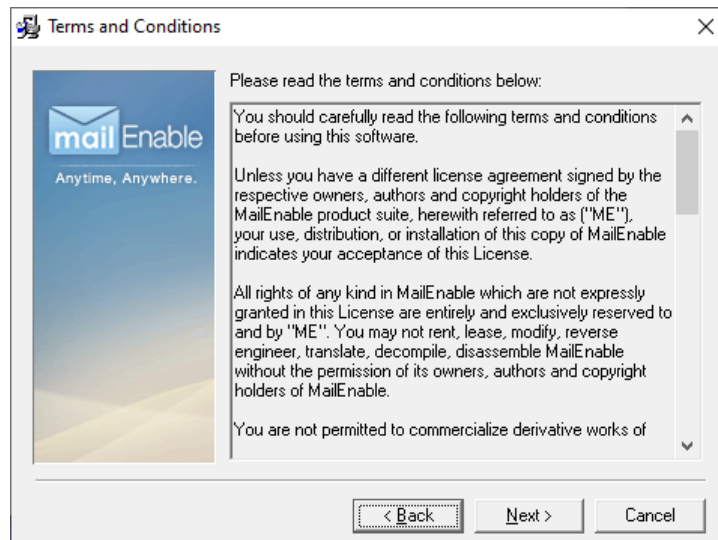
The following dialog box may appear to inform you that a previous version of MailEnable has been installed (and who it was installed by).



Please click the [Next] button to continue.

2.1.5 Terms and Conditions

The 'Terms and Conditions' dialog box explains the licensing terms and conditions of installing and using the MailEnable product suite.

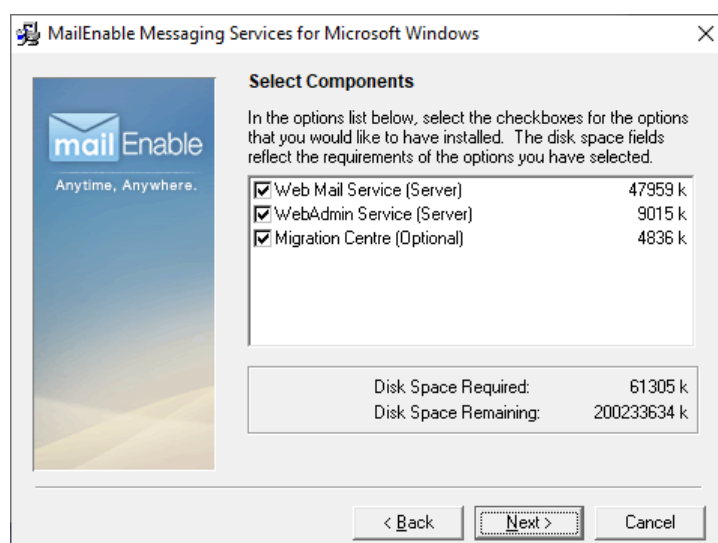


You should read this carefully as it outlines all conceptual and legal issues relating between the agreement between MailEnable and the End User in relation to the way the program can be used.

Please click the [Next] button to continue.

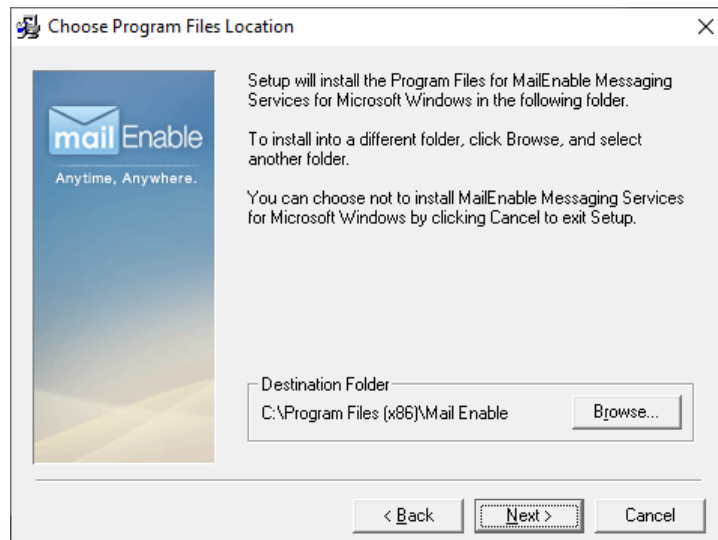
2.1.6 Select Components

The installation program will always install the core mail services, such as SMTP, POP and IMAP. For the web mail client, the web administration and migration services, these are optional. If you are not needing to use these services, unselect the options. You can add them later if needed by reinstalling the software over the top of an existing installation.



2.1.7 Choose Program Installation Location

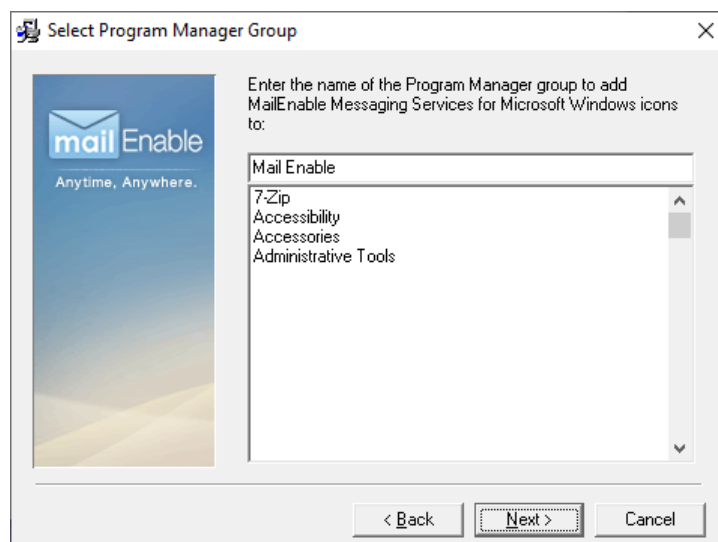
Setup will now prompt you to nominate where it will install its program files. By default, MailEnable will install itself under the “Program Files” directory. You can change to a different directory by clicking on the Browse button.



Please click the [Next] button to continue.

2.1.8 Selecting Program Group

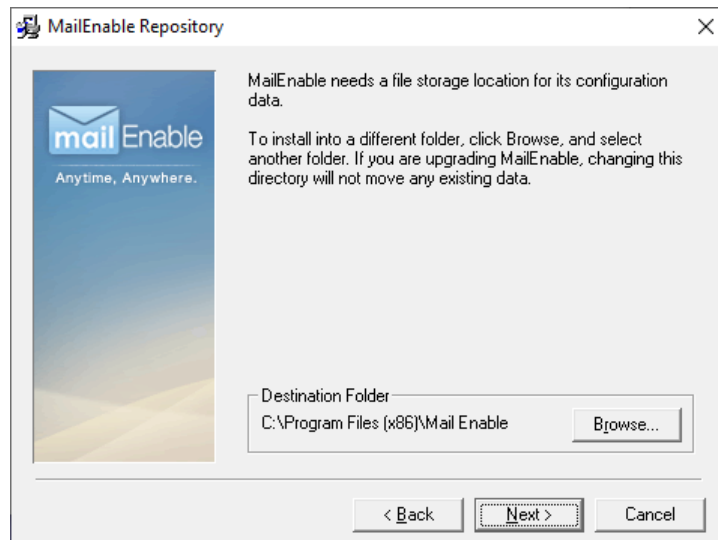
The installation wizard will now prompt you for the program group where you want the MailEnable icons and shortcuts installed.



Please click the [Next] button to continue.

2.1.9 Selecting Configuration Repository

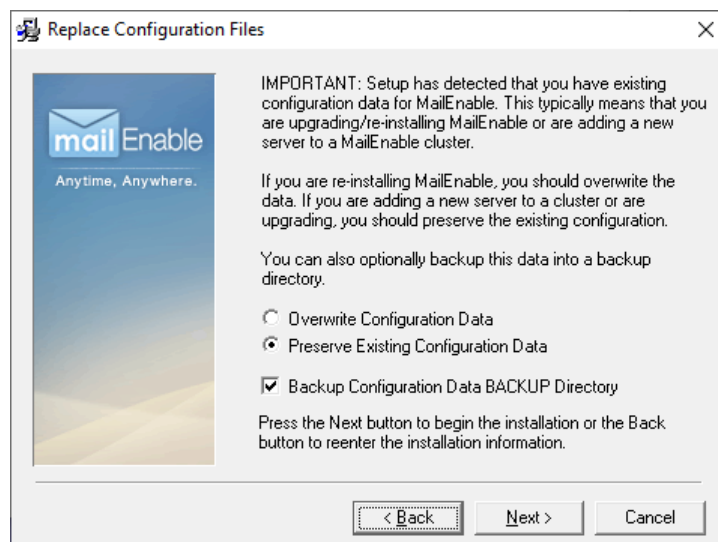
Setup will now prompt you to nominate where to install its configuration data. By default, MailEnable will install itself under the “Program Files” directory. You can change to a different directory by clicking on the Browse button. The configuration data is where the domain, user options, and other configuration settings are stored.



Please click the [Next] button to continue.

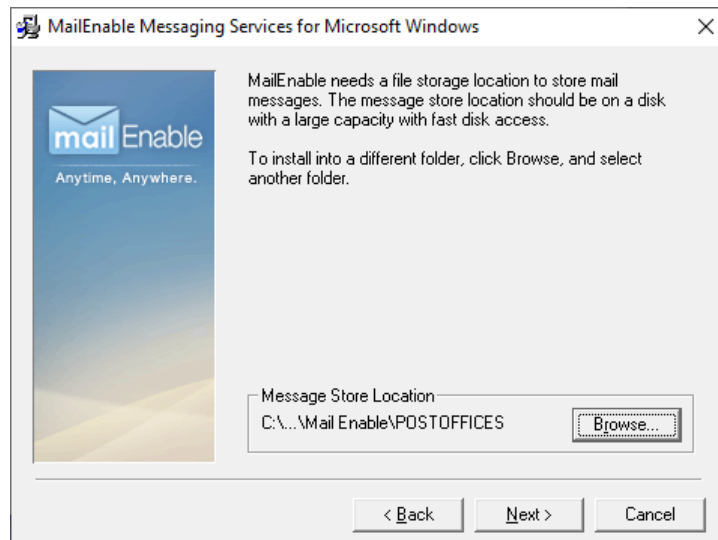
2.1.10 Replace Configuration Files

If you have installed MailEnable previously, or are upgrading the software, then the existing installation will be detected. At this point you have the option to overwrite the configuration data, and backup the existing configuration directory. If you are upgrading, you should leave the settings as is.



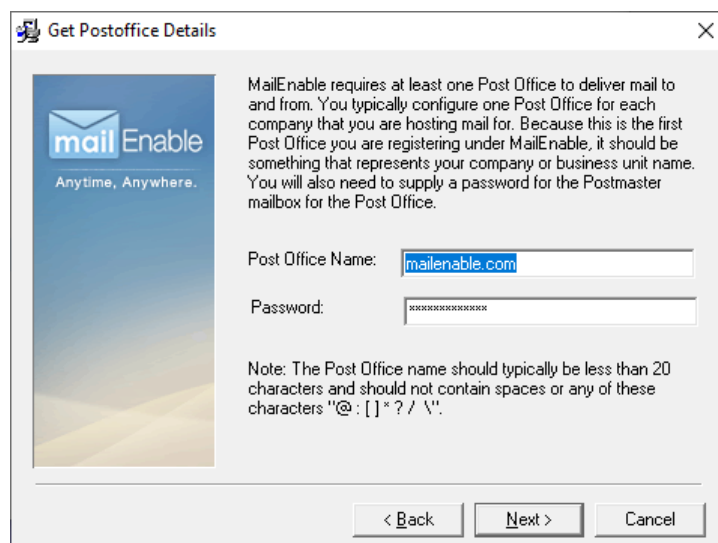
2.1.11 Selecting data repository

You need to select a location to store the email data.



2.1.12 Creating an Initial Post Office

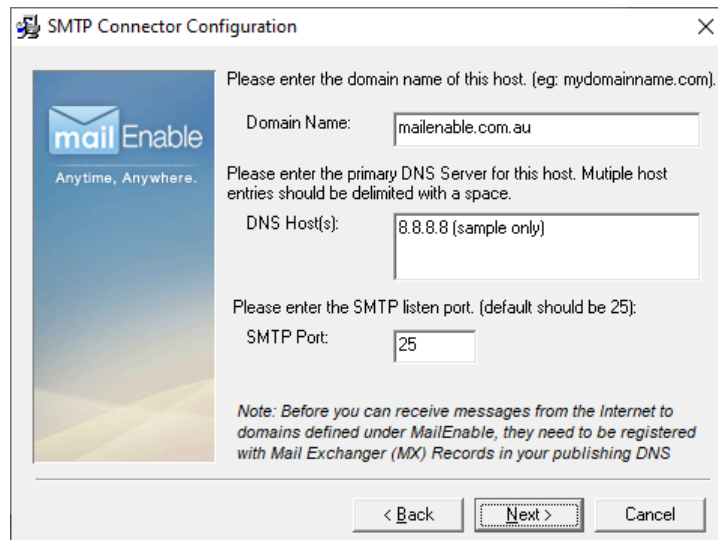
Setup will now prompt you to nominate at least one Post Office to deliver mail to and from. You will also need to provide a password for the Postmaster mailbox for the post office.



Please click the [Next] button to continue.

2.1.13 SMTP Connector Configuration

The installation will now prompt you to enter specific details for its SMTP Connector. The options can be changed under the SMTP settings in the administration program.



SMTP Connector Configuration

Please enter the domain name of this host. (eg: mydomainname.com).

Domain Name:

Please enter the primary DNS Server for this host. Multiple host entries should be delimited with a space.

DNS Host(s):

Please enter the SMTP listen port. (default should be 25):

SMTP Port:

Note: Before you can receive messages from the Internet to domains defined under MailEnable, they need to be registered with Mail Exchanger (MX) Records in your publishing DNS

< Back **Next >** Cancel

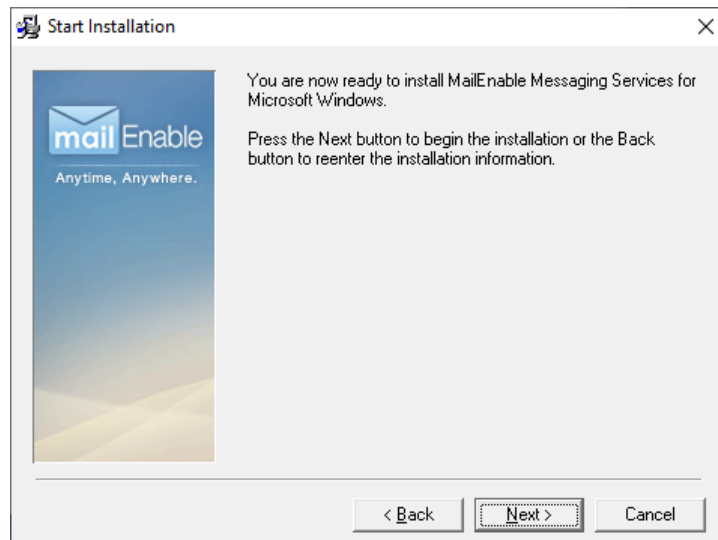
These settings are outlined in the following table:

| Setting | Description |
|-------------|---|
| Domain Name | The domain name should be the domain name of the organization that owns or is operating the server. If you are using this server on the Internet, it is important that this domain name is registered. |
| DNS Host | The DNS host used by the SMTP Connector to locate mail servers. If you wish to use multiple DNS addresses, you can enter these here, and separate the IP addresses with a space. In most cases, you should include the same DNS host(s) as configured under the network TCP/IP settings for the computer. |
| SMTP Port | The SMTP port is almost always set to 25. Very rarely is another port number used and it is recommended that this setting remain as 25. |

Please click the [Next] button to continue.

2.1.14 Commence Installation

The installation program will prompt you a final time before it commences installing files and registering the application.

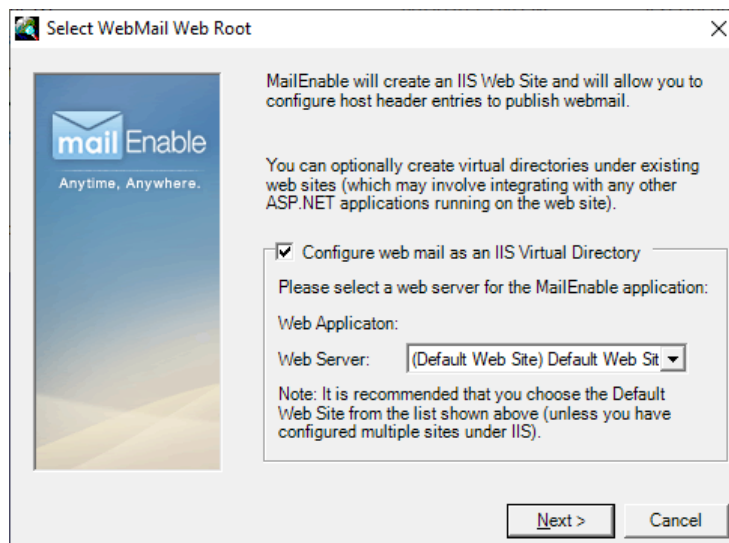


Please click the [Next] button to continue.

The installation will now install files and display a progress window whilst the components are installed and configured.

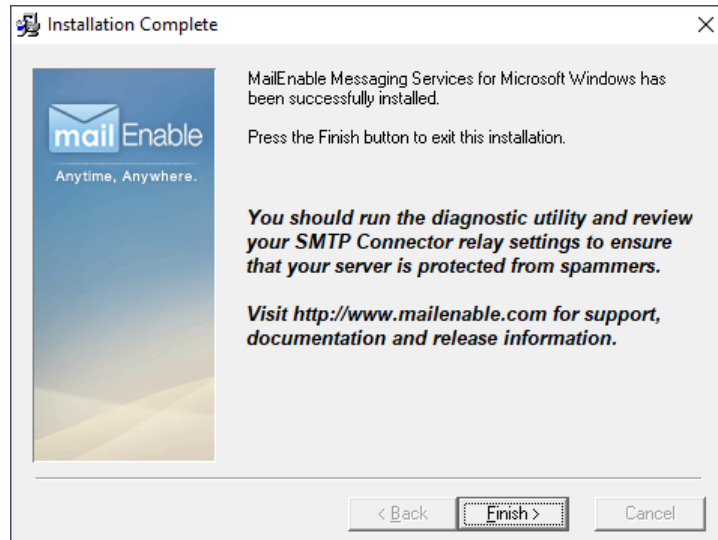
2.1.15 Select Webmail and web administration web root

During installation you have the option of creating a virtual directory under the default IIS site called “mewebmail” and “meadmin”. This can be used to access webmail and the web administration sites. If you prefer to just use a domain name to access these sites, unselect the option and after installation add a host name to the web mail site.



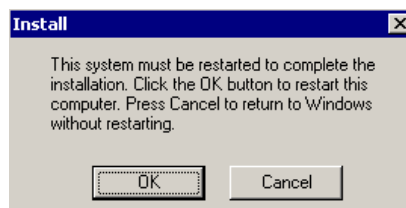
2.1.16 Completing Installation

Finally, setup will inform you the installation procedure completed successfully.



Now that MailEnable is installed on the server, you are able to use the Administration program to manage it. You will find the icon for MailEnable Administration under the Program Group you nominated in the setup program.

Please click the [Finish] button to complete installation of MailEnable



You may need to reboot the server to replace files in use. Please click the OK button to automatically reboot.

2.2 Installing Professional Edition

2.2.1 Installation Overview

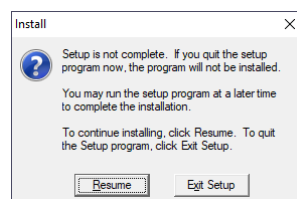
Note: In order to install MailEnable Professional, you require administrative privileges of the server MailEnable is installing upon.

Run the installation executable by double clicking on the install program. The installation program will then guide you through the rest of the installation process. Each screen of the installation program is likely to contain data entry fields, Next, Back and Cancel control buttons.

The [**Next**] button allows you to proceed to the next step of the installation process.

To exit the installation at any time, you can click on the [**Cancel**] button.

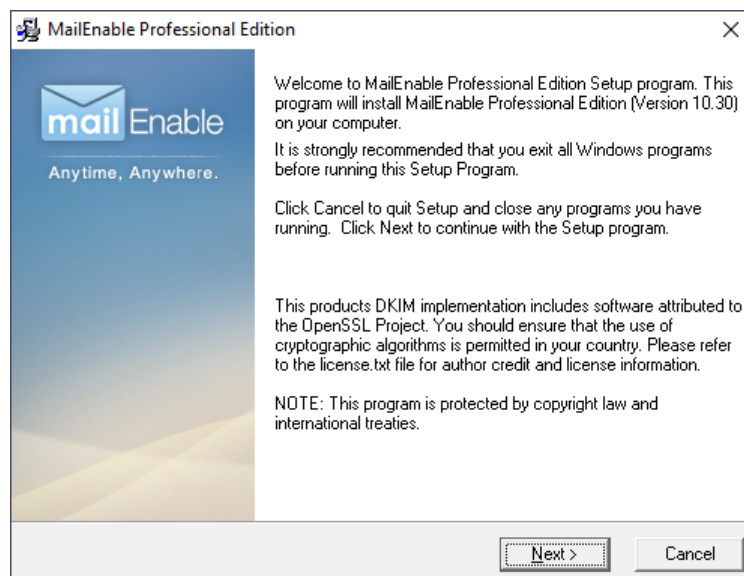
Likewise, the [**Back**] button allows you to step back through the installation process. At any time the [**Cancel**] button is pressed you will be shown an exit screen as shown below verifying that you do in fact want to exit the installer.



2.2.2 Welcome Screen

The welcome screen informs that you are installing MailEnable Messaging Services. It also provides a warning outlining the copyright protection of the MailEnable product suite.

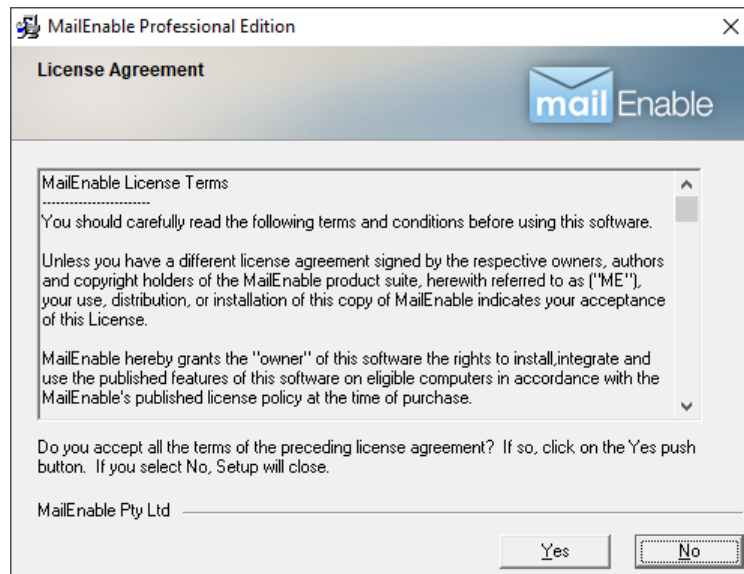
If you wish to continue installing the application, click on the **Next** button.



Please click the [**Next**] button to continue.

2.2.3 Terms and Conditions

The 'Terms and Conditions' dialog box explains the licensing terms and conditions of installing and using the MailEnable product suite.

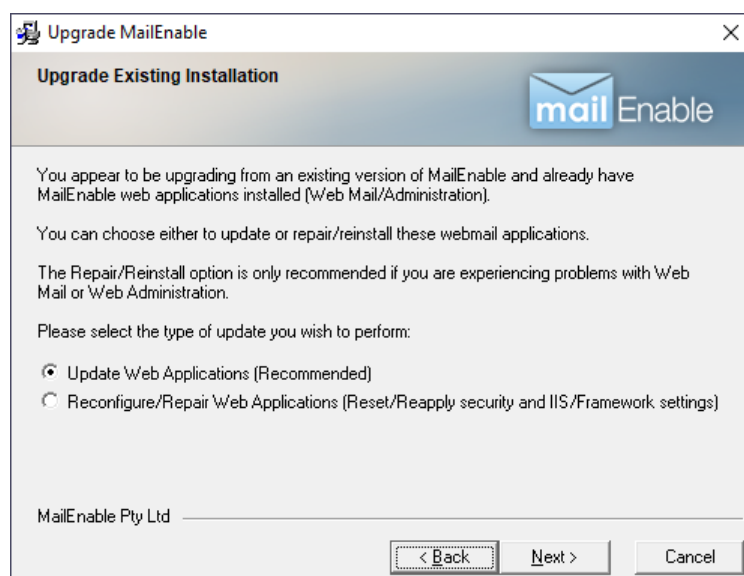


You should read this carefully as it outlines all conceptual and legal issues relating between the agreement between MailEnable and the End User in relation to the way the program can be used.

Please click the [Yes] button to continue.

2.2.4 Upgrade Existing Installation

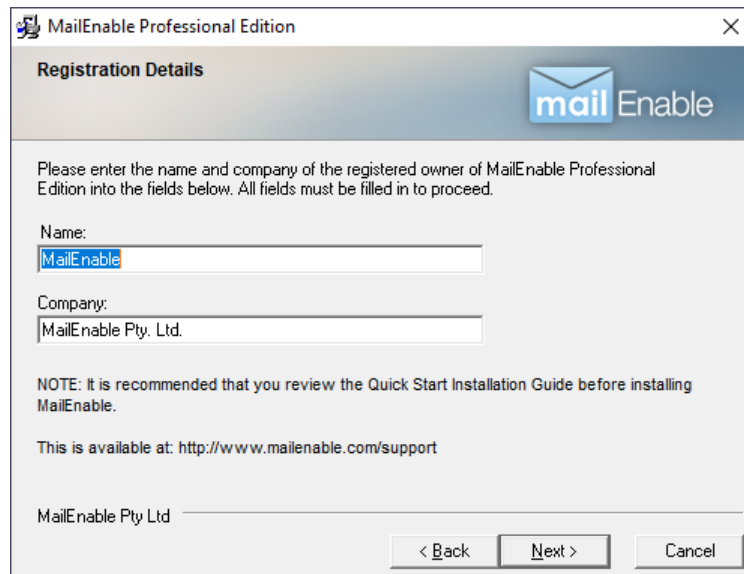
The following dialog box may appear to inform you that a previous version of MailEnable has been installed. If you are reinstalling the same version you can select the repair option, otherwise leave the update web applications option enabled.



Please click the [Next] button to continue.

2.2.5 Registration Details

The following dialog box may appear to inform you that a previous version of MailEnable has been installed (and who it was installed by).



MailEnable Professional Edition

Registration Details

Please enter the name and company of the registered owner of MailEnable Professional Edition into the fields below. All fields must be filled in to proceed.

Name:

Company:

NOTE: It is recommended that you review the Quick Start Installation Guide before installing MailEnable.

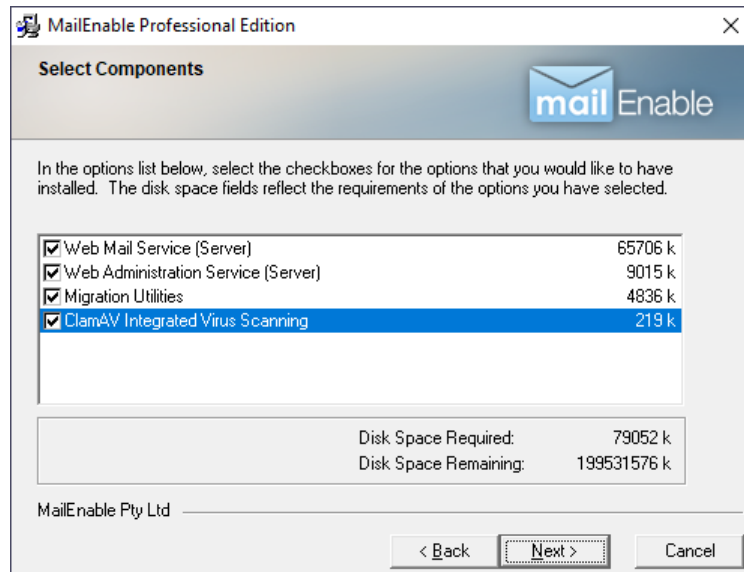
This is available at: <http://www.mailenable.com/support>

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< Back Next > Cancel

2.2.6 Selecting Installation Components

The next part of the installation process is to select the MailEnable components you want to install.



MailEnable Professional Edition

Select Components

In the options list below, select the checkboxes for the options that you would like to have installed. The disk space fields reflect the requirements of the options you have selected.

| | |
|---|---------|
| <input checked="" type="checkbox"/> Web Mail Service (Server) | 65706 k |
| <input checked="" type="checkbox"/> Web Administration Service (Server) | 9015 k |
| <input checked="" type="checkbox"/> Migration Utilities | 4836 k |
| <input checked="" type="checkbox"/> ClamAV Integrated Virus Scanning | 219 k |

Disk Space Required: 79052 k
 Disk Space Remaining: 199531576 k

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< Back Next > Cancel

Web Mail Service (Server) – This will install web mail for MailEnable. This option requires that you have Microsoft Internet Information Services (IIS) installed.

Web Administration Service (Server) – This service will install web administration for MailEnable. This option requires that you have Microsoft Internet Information Services (IIS) installed.

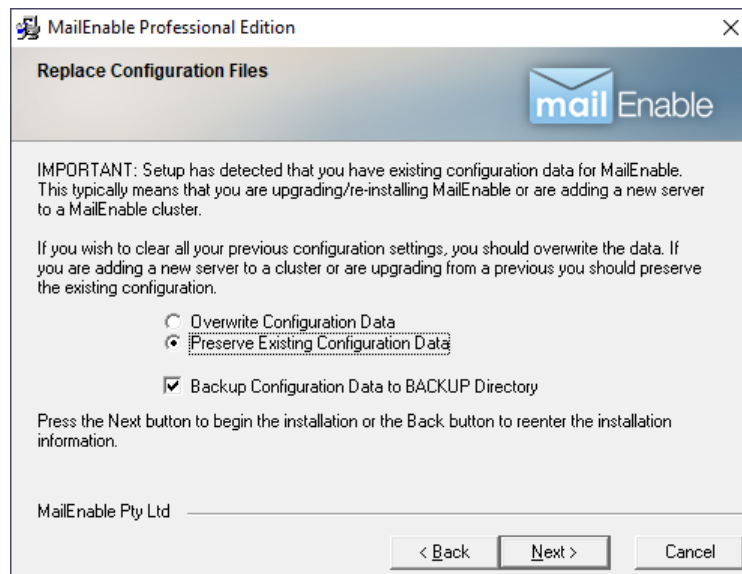
Migration Utilities – This will install migration utilities to migration from another mail server.

ClamAV Integrated Virus Scanning – This will install a virus checker to allow you to scan emails passing through the server.

Please click the [Next] button to continue.

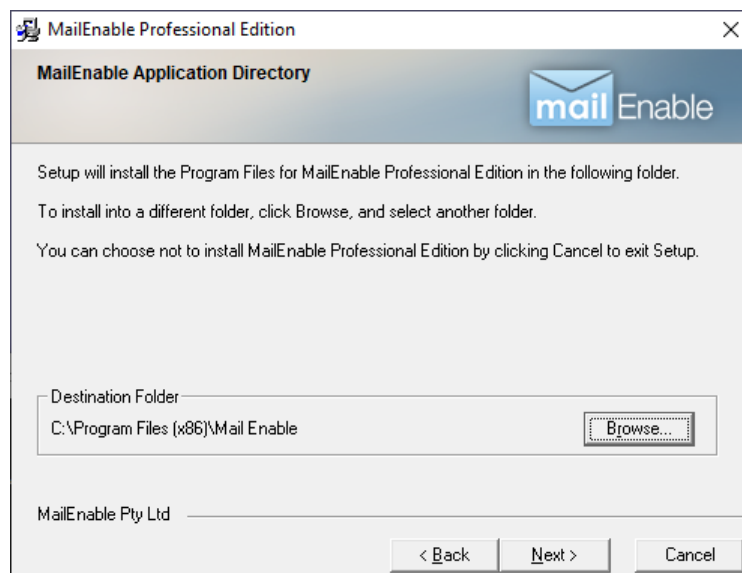
2.2.7 Replace Configuration Files (when upgrading)

If you have installed MailEnable previously, or are upgrading the software, then the existing installation will be detected. At this point you have the option to overwrite the configuration data, and backup the existing configuration directory. If you are upgrading, you should leave the settings as is.



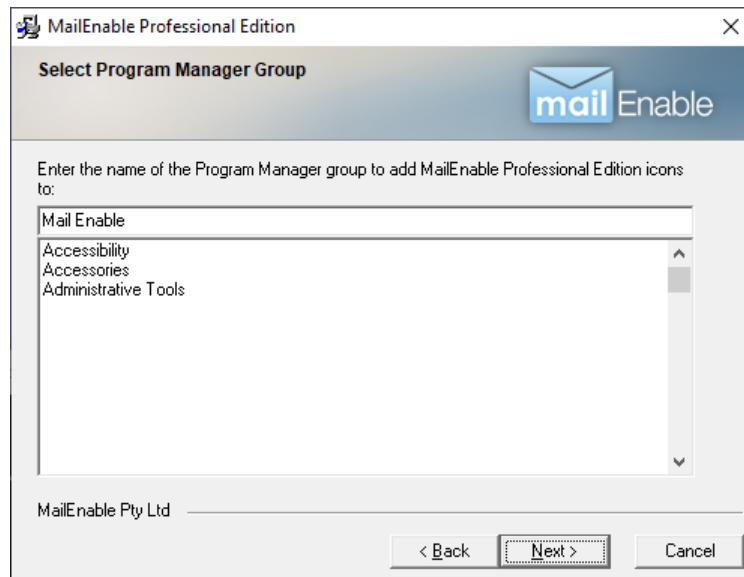
2.2.8 Choose Program Installation Location

Setup will now prompt you to nominate where it will install its program files. By default, MailEnable will install itself under the "Program Files" directory. You can change to a different directory by clicking on the Browse button.



2.2.9 Selecting Program Group

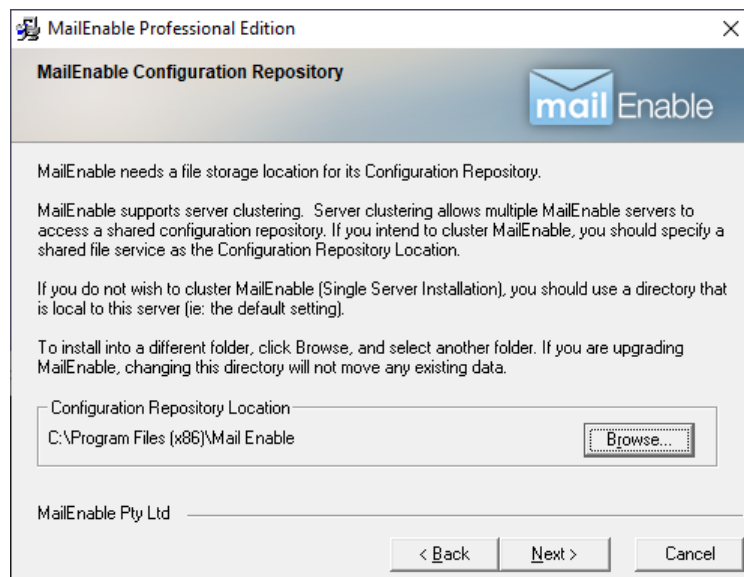
The installation wizard will now prompt you for the program group where you want the MailEnable icons and shortcuts installed.



Please click the [Next] button to continue.

2.2.10 Selecting Repository

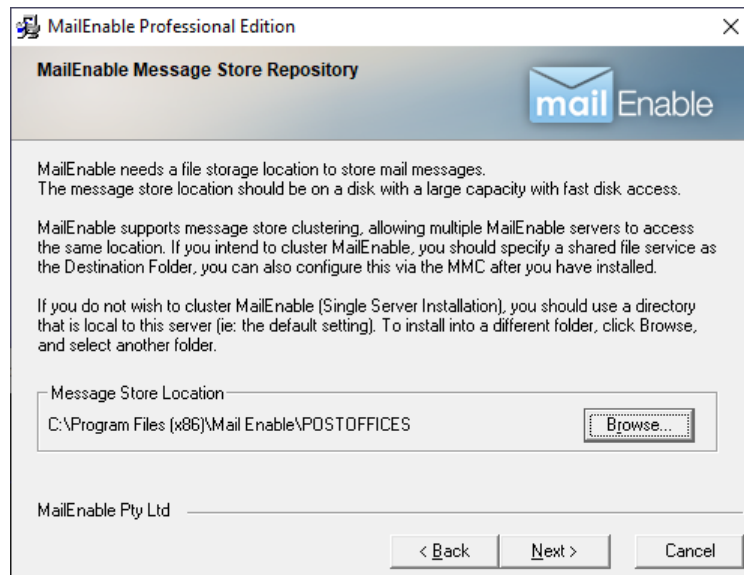
Setup will now prompt you to nominate where to install its configuration data. By default, MailEnable will install itself under the "Program Files" directory. You can change to a different directory by clicking on the Browse button. The configuration data is where the domain, user options, and other configuration settings are stored.



Please click the [Next] button to continue.

2.2.11 Selecting data repository

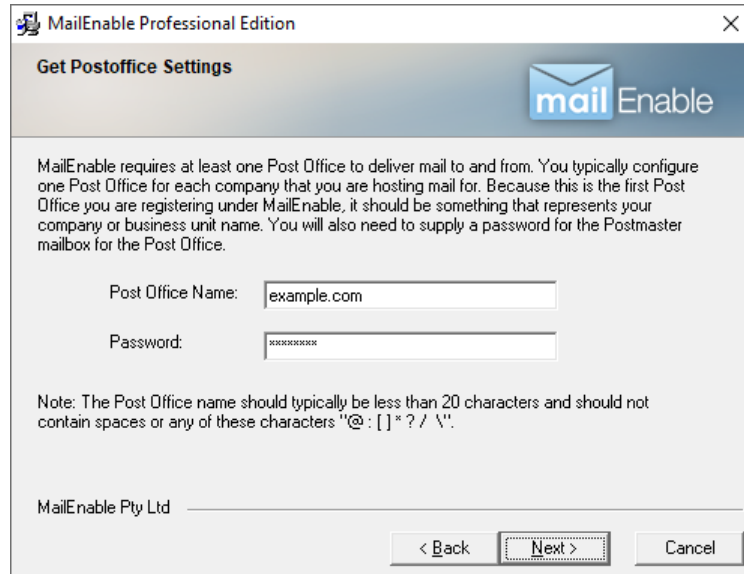
You need to select a location to store the email data.



2.2.12 Creating an Initial Post Office

MailEnable requires that at least one post office is created. A MailEnable post office should be created for each company or organisation that is hosted under MailEnable. A MailEnable post office can own multiple domain names, it is therefore advised that post offices are named to be something more generic than the domain name. For example, MailEnable Pty Ltd owns domains mailenable.com, mailenable.com.au and mailenable.co.uk so the chosen name for the post office for MailEnable Pty. Ltd. could therefore be **MailEnable**. The domains owned by MailEnable Pty. Ltd. would then be assigned to the MailEnable post office. On this subject, another common configuration for this section is to name the post office the actual domain name. This simplifies mailbox logon, as users are often aware of the domain they log into.

As depicted below you need to assign a password for the post office Administrator. The mailbox for the administrator of a post office is postmaster@Postoffice name. You can use this account to access Web Administration. It is important that you realize that users will authenticate as Mailbox@Postoffice name when they access their mail.



Get Postoffice Settings

MailEnable requires at least one Post Office to deliver mail to and from. You typically configure one Post Office for each company that you are hosting mail for. Because this is the first Post Office you are registering under MailEnable, it should be something that represents your company or business unit name. You will also need to supply a password for the Postmaster mailbox for the Post Office.

Post Office Name:

Password:

Note: The Post Office name should typically be less than 20 characters and should not contain spaces or any of these characters "@:[]*?/\".

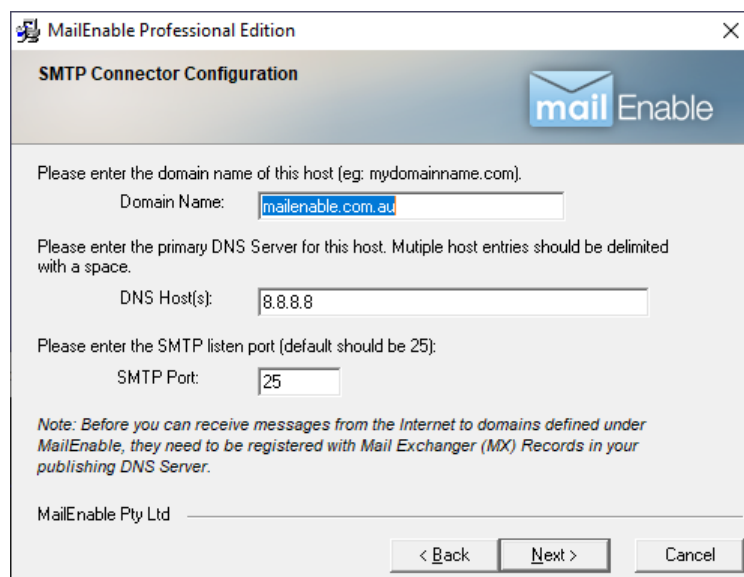
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< Back Next > Cancel

Please click the [Next] button to continue.

2.2.13 SMTP Connector Configuration

The installation will now prompt you to enter specific details for its SMTP Connector.



SMTP Connector Configuration

Please enter the domain name of this host (eg: mydomainname.com).

Domain Name:

Please enter the primary DNS Server for this host. Multiple host entries should be delimited with a space.

DNS Host(s):

Please enter the SMTP listen port (default should be 25):

SMTP Port:

Note: Before you can receive messages from the Internet to domains defined under MailEnable, they need to be registered with Mail Exchanger (MX) Records in your publishing DNS Server.

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< Back Next > Cancel

These settings are outlined in the following table:

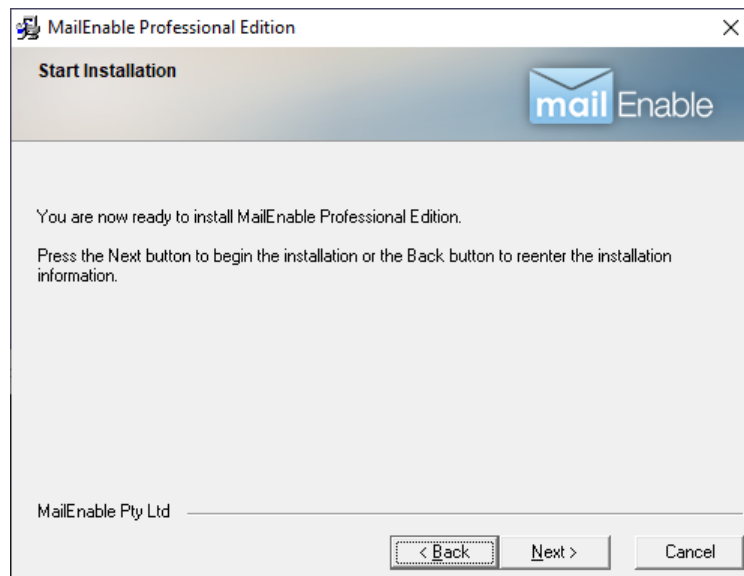
| Setting | Description |
|-------------|---|
| Domain Name | The domain name should be the domain name of the organization that owns or is operating the server. If you are using this server on the Internet, it is important that this domain name is registered. |
| DNS Host | The DNS host used by the SMTP Connector to locate mail servers. If you wish to use multiple DNS addresses, you can enter these here, and separate the IP addresses with a space. In most cases, you should include the same DNS host(s) as configured under the network TCP/IP settings for the computer. |

| | |
|-----------|---|
| SMTP Port | The SMTP port is almost always set to 25. Very rarely is another port number used and it is recommended that this setting remain as 25. |
|-----------|---|

Please click the [Next] button to continue.

2.2.14 Commence Installation

The installation program will prompt you a final time before it commences installing files and registering the application.

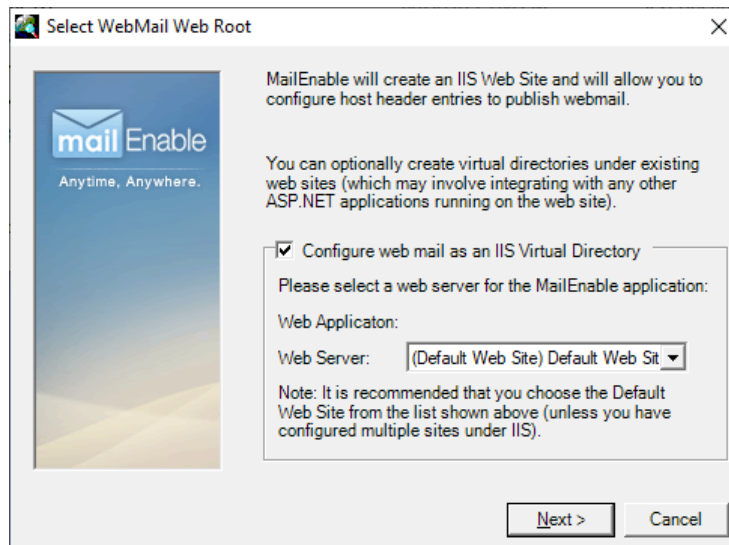


Please click the [Next] button to continue.

The installation will now install files and display a progress window whilst the components are installed and configured.

2.2.15 Select Web Mail Web Site

During installation you have the option of creating a virtual directory under the default IIS site called “mewebmail” and “meadmin”. This can be used to access webmail and the web administration sites. If you prefer to just use a domain name to access these sites, unselect the option and after installation add a host name to the web mail site.



Please select the desired web site and click the button for a Default Web Site for MailEnable web mail to be configured.

Please click the [Next] button to continue.

The installation application will now display a dialog box while it configures web mail. The configuration of web mail may take several minutes, so please be patient.

2.2.16 Web Administration

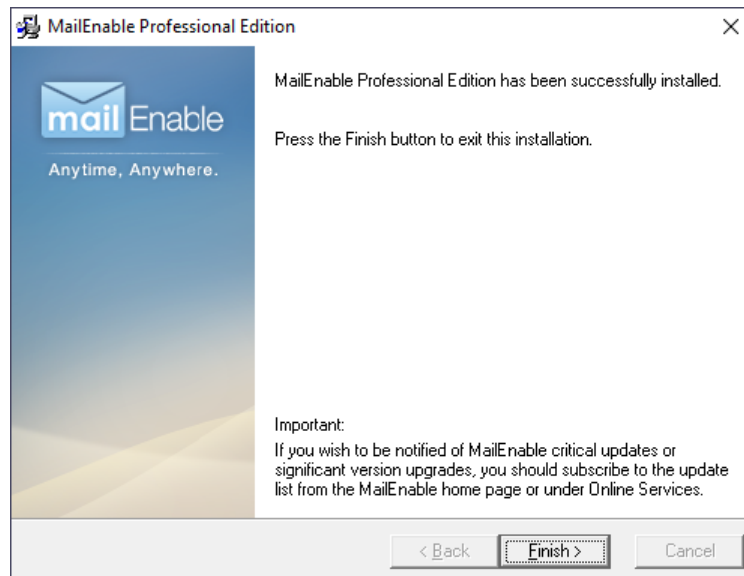
Web Administration is installed if you have selected Web Administration as an option from the component list as depicted earlier. If you have more than one web site configured under IIS, the setup application will ask you under which web site you want to install the Webadmin Virtual Directory. You should install the web administration under the “Default Web Site” or an alternate site that you have configured under IIS.

Note: This functionality can be re-configured to another web site if required after the initial installation has been completed.

Please click the [Next] button to continue.

2.2.17 Completing Installation

Finally, setup will inform you the installation procedure completed successfully.



Please click the [Finish] button to complete installation of MailEnable

2.3 Installing Enterprise and Enterprise Premium Editions

2.3.1 Installation Overview

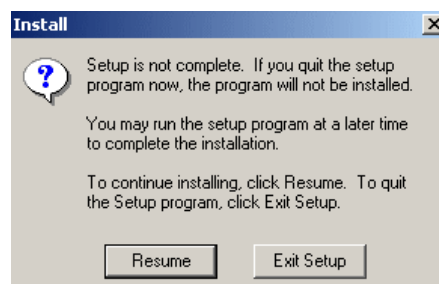
Note: In order to install MailEnable Enterprise, you will require administrative privileges on the server MailEnable is to be installed on.

Firstly, run the installation executable by double clicking on the install program. The installation program will then guide you through the rest of the installation process. Each screen of the installation program is likely to contain data entry fields, Next, Back and Cancel control buttons.

The **Next** button allows you to proceed to the next step of the installation process.

To exit the installation at any time, you can click on the **Cancel** button.

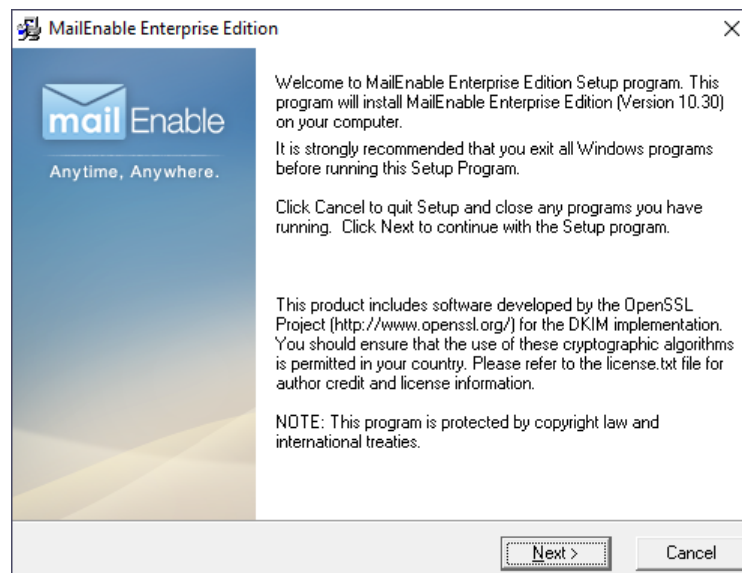
Likewise, the **Back** button allows you to step back through the installation process. At any time the **Cancel** button is pressed you will see an exit screen as shown below verifying that you do want to exit the installer.



2.3.2 Welcome Screen

The welcome screen informs that you are installing MailEnable Messaging Services. It also provides a warning outlining the copyright protection of the MailEnable product suite.

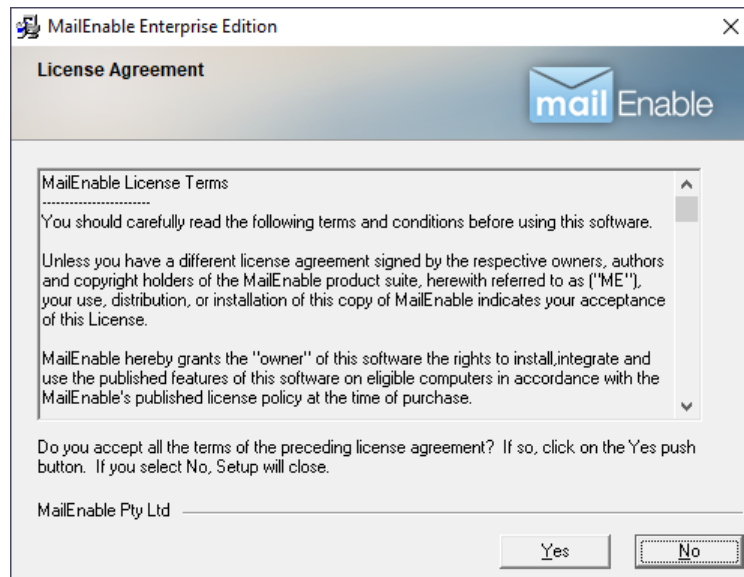
If you wish to continue installing the application, click on the **Next** button.



Please click the Next button to continue.

2.3.3 Terms and Conditions

The 'Terms and Conditions' dialog box explains the licensing terms and conditions of installing and using the MailEnable product suite.

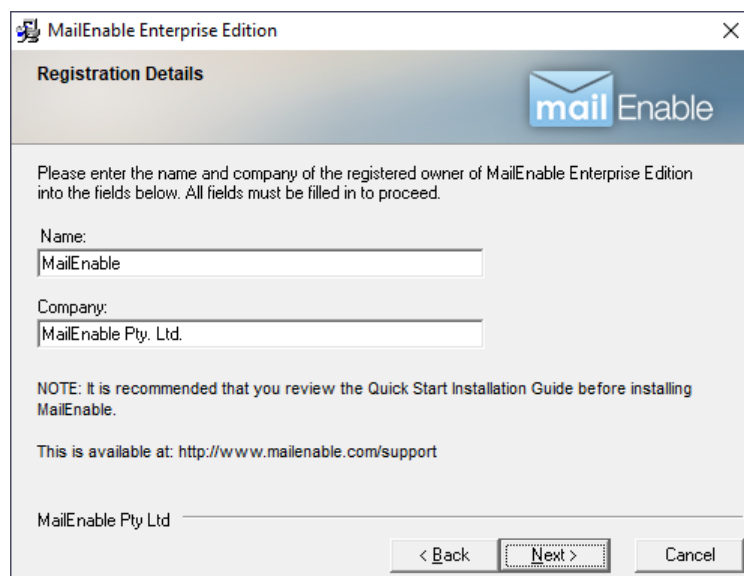


You should read this carefully as it outlines all conceptual and legal issues between MailEnable and the End User in relation to the way the program can be used.

Please click the Yes button to continue.

2.3.4 Registration Details

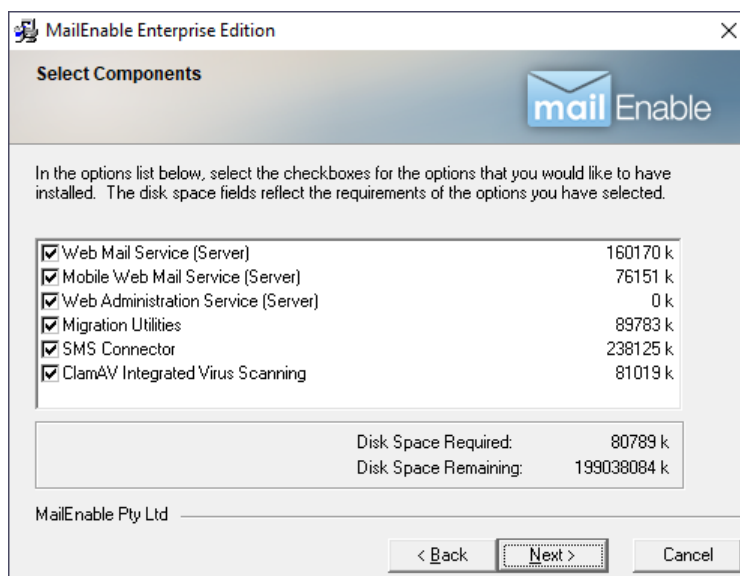
The following screen allows you to enter your registration details, which will be used and displayed in the Diagnostic Utility that will be outlined later in this document.



Please click the Next button to continue.

2.3.5 Selecting Installation Components

The next part of the installation process is to select the MailEnable components you want to install.



Web Mail Service (Server) – This will install web mail for MailEnable. This option requires that you have Microsoft Internet Information Services (IIS) installed.

Web Administration Service (Server) – This service will install web administration for MailEnable. This option requires that you have Microsoft Internet Information Services (IIS) installed.

Migration Utilities – This will install migration utilities to migration from another mail server.

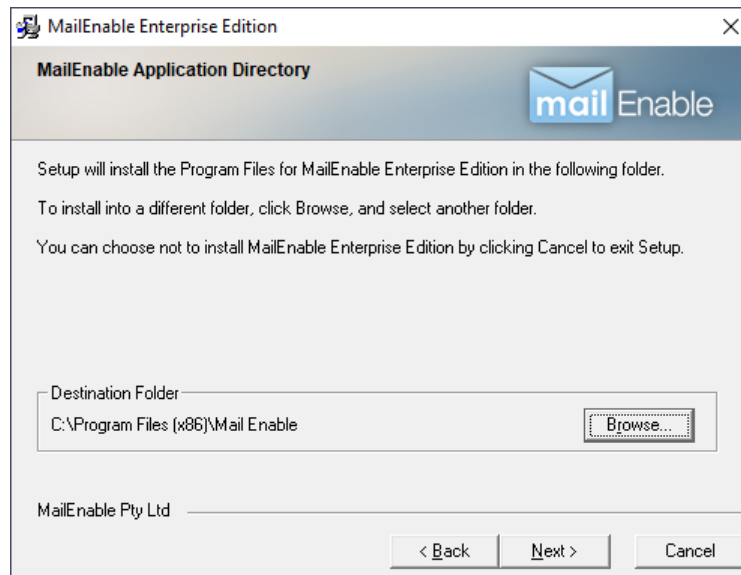
SMS Connector – This will install the SMS service which allows the mail server to email to SMS recipient.

ClamAV Integrated Virus Scanning – This will install a virus checker to allow you to scan emails passing through the server.

Please click the Next button to continue.

2.3.6 Selecting Repository

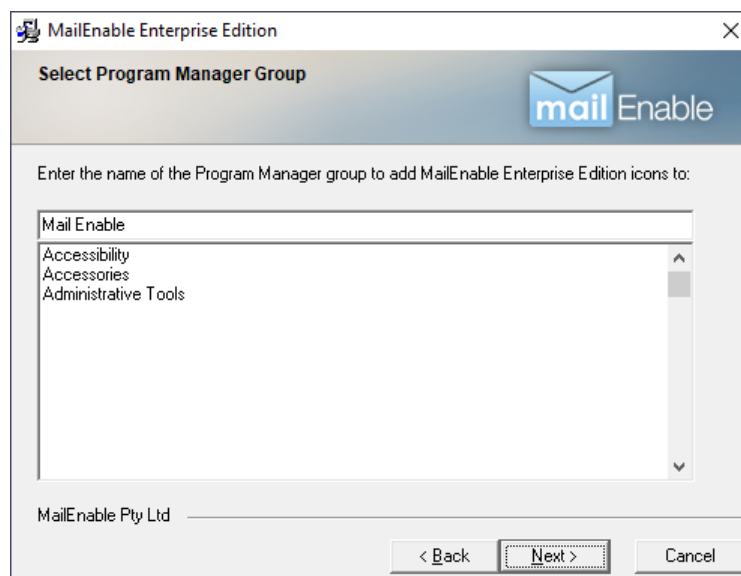
MailEnable uses a file system as a repository; this effectively allows front-end servers to reference a common repository (hence promoting scalability). MailEnable Enterprise Edition needs you to confirm the location of this directory so that its various services can access the repository. MailEnable will detect the repository location if you are using the local repository. You can also nominate a repository on a backend server by pointing at the directory on this server that contains the \CONFIG, \POSTOFFICES or \QUEUES directories.



Please click the Next button to continue.

2.3.7 Selecting Program Group

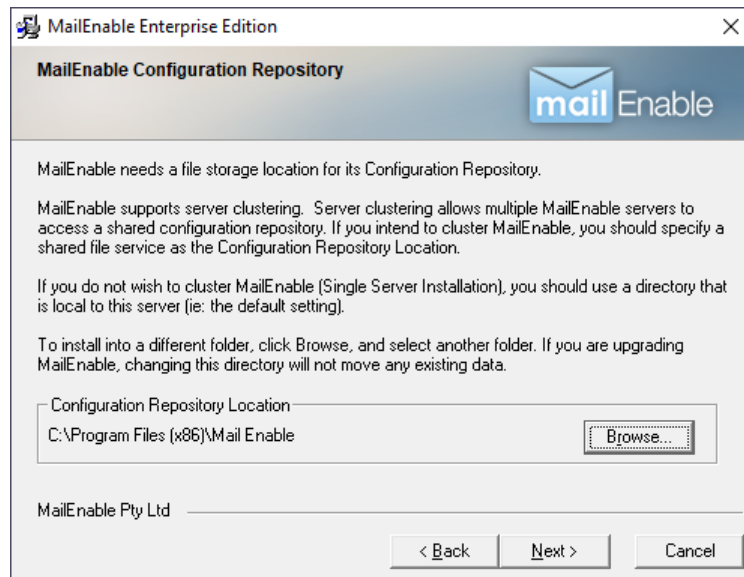
The installation wizard will now prompt you for the program group in your Windows system where you want the MailEnable icons and shortcuts installed.



Please click the Next button to continue.

2.3.8 Selecting Configuration Repository Location

The Configuration Repository is a place to store the configuration files of MailEnable. By default MailEnable uses a TAB Delimited file structure (flat file structure), and since the configuration files are accessed continually you may consider using a fast disk I/O sub system for this storage path to improve performance.

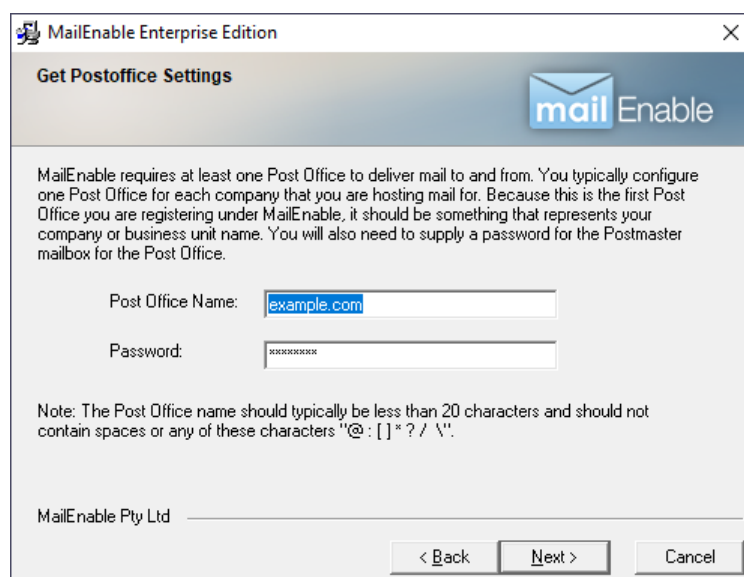


Please click the Next button to continue.

2.3.9 Creating an Initial Post Office

When you install MailEnable for the first time you are required to create a post office. A MailEnable post office should be created for each company or organization that is hosted under MailEnable. A MailEnable post office can own multiple domain names. It is therefore advised that post offices are named to be something more generic than the domain name. For example, MailEnable Pty. Ltd. owns domains mailenable.com, mailenable.com.au and mailenable.co.uk so the chosen name for the post office for MailEnable Pty. Ltd. could therefore be **MailEnable**. The domains owned by MailEnable Pty. Ltd. would then be assigned to the MailEnable post office. Another common configuration is to name the post office the actual domain name as this simplifies mailbox log-on as users are often aware of the domain they log into.

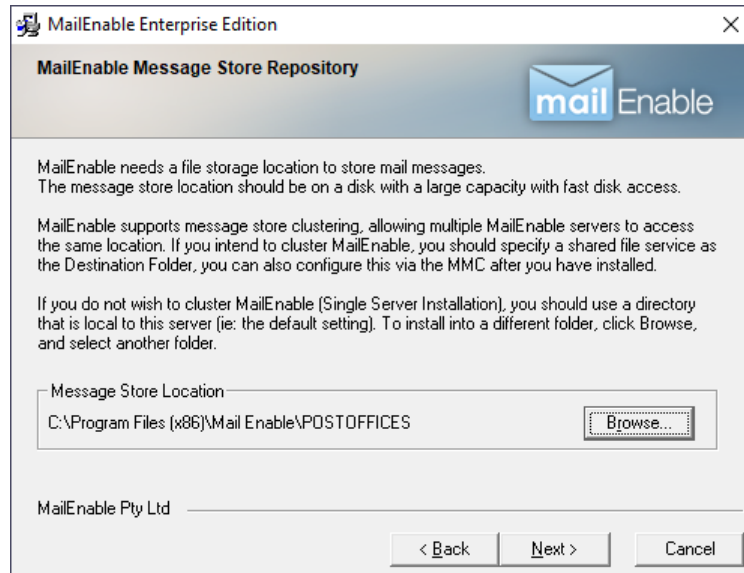
As depicted below, you need to assign a password for the postmaster of this new post office. The mailbox for the postmaster of a post office is called postmaster and is given administrative privileges for that post office (this allows the postmaster to administer the post office via web administration). It is advisable to use a complex password for this mailbox, and this password can be changed later. It is important that you realize that users will authenticate as [Mailbox@Postoffice](#) name when they access their mail.



Please click the Next button to continue.

2.3.10 Selecting Message Store Repository Location

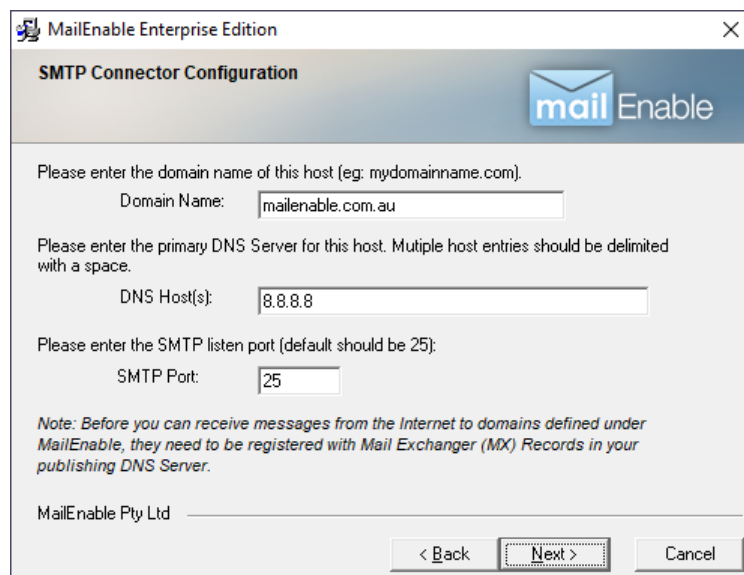
The message store repository is where all the email data is stored. E-mail data can take up a large amount of disk space. Ensure that you select a drive with plenty of space for future expansion. As advised with the configuration data storage location a fast disk I/O sub system should be considered if planning on a high mail usage environment.



Please click the Next button to continue.

2.3.11 SMTP Connector Configuration

The installation will now prompt you to enter specific details for the SMTP Connector.



These settings are outlined in the following table (all these settings can be changed later):

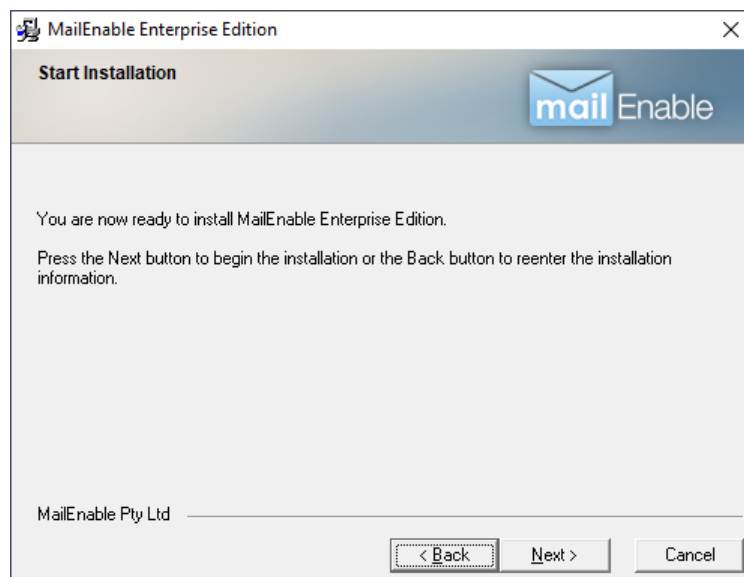
| Setting | Explanation |
|---------|-------------|
|---------|-------------|

| | |
|-------------|--|
| Domain Name | The first configuration setting is the Domain Name for this server. The domain name should be the domain name of the organization that owns or is operating the server. If you are using this server on the Internet, it is important that this domain name is registered. When MailEnable is sending out email to remote servers, it will announce itself as this domain. |
| DNS Host | The DNS host used by the SMTP Connector to locate mail servers. If you wish to use multiple DNS addresses, you can enter these here, and separate the IP addresses with a space. In most cases, you should include the same DNS host(s) as configured under the network TCP/IP settings for the computer. |
| SMTP Port | The SMTP port is almost always set to 25. Very rarely is another port number used and it is recommended that this setting remain as 25. |

Please click the Next button to continue.

2.3.12 Commence Installation

The installation program will prompt you a final time before it commences installing files and registering the application.



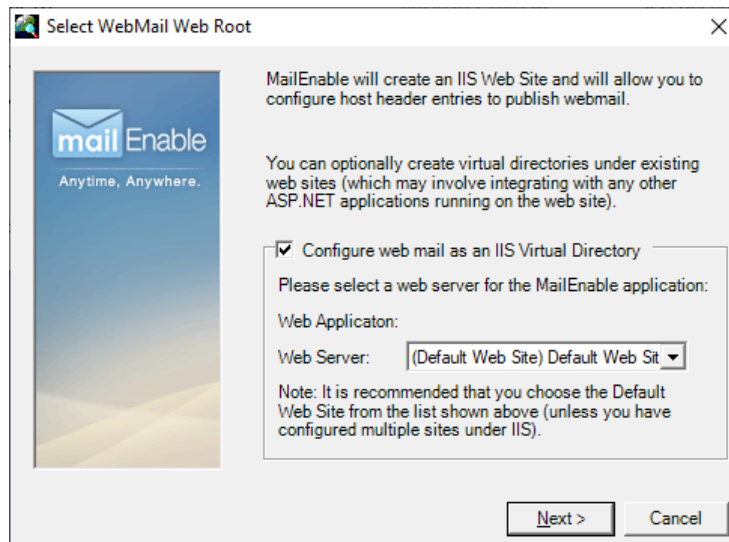
Please click the Next button to continue.

The installation will now install files and display a progress window whilst the components are installed and configured.

2.3.13 Selecting Web Mail Web Site

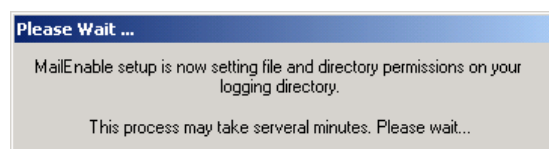
If you have more than one web site configured under IIS, the setup application will ask you which web site you want to install the web mail Virtual Directory. You should install MailEnable under the "Default Web Site" or an alternate site that you may have configured under IIS. Once you have completed your installation of MailEnable Enterprise you will be able to add or remove web mail from each of the sites you have configured under IIS.

Note: Do not install MailEnable web mail under the "Administration Web Site"



Please click the Next button to continue.

The installation application will now display a dialog box while it configures web mail. The configuration of web mail may take several minutes, so please be patient.



2.3.14 Web Administration

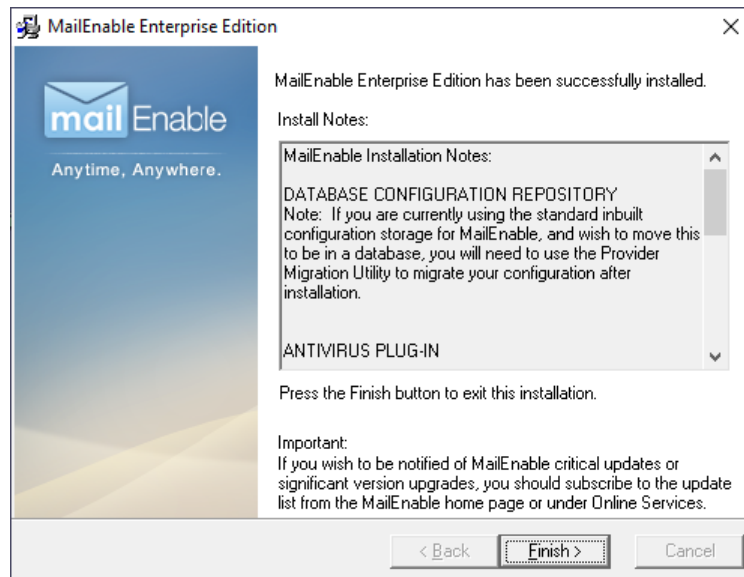
Web administration is installed if you have selected web administration as an option from the component list as depicted earlier. If you have more than one web site configured under IIS, the setup application will ask you under which web site you want to install the WebAdmin Virtual Directory. You should install the web administration under the “Default Web Site” or an alternate site that you have configured under IIS.

Note: This functionality can be re-configured to another web site if required after the initial installation has been completed.

Please click the Next button to continue.

2.3.15 Completing Installation

Finally, set-up will inform you the installation procedure completed successfully.



Please click the Finish button to complete installation of MailEnable.